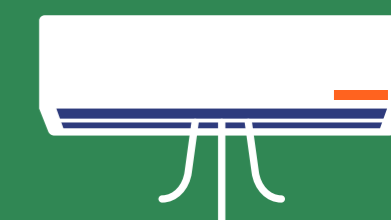
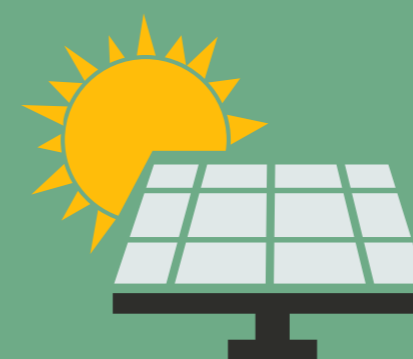
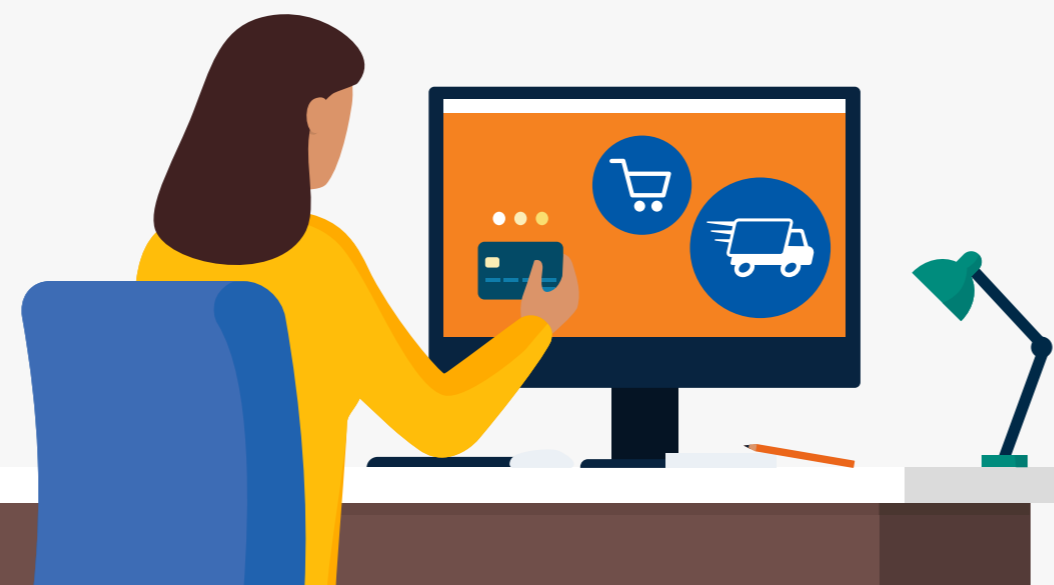
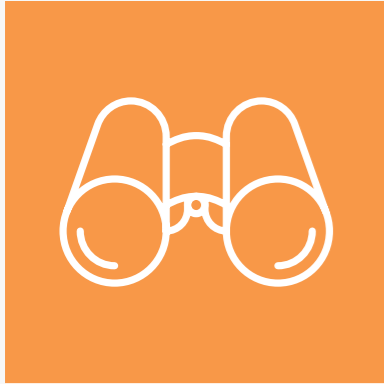


# SUSTAINABILITY REPORT 2021



# CONTENTS



## ABOUT THE REPORT - 3

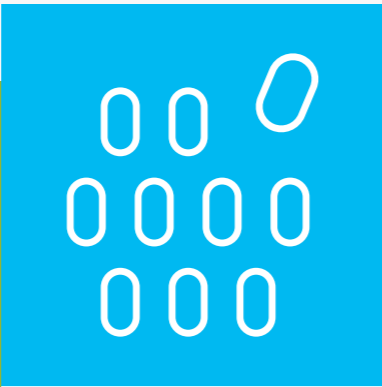


## LETTERS FROM THE MANAGEMENT - 5

Letter from the Chairman of the Board of Directors - 6

Letter from the General Manager - 8

Letter from the Assistant General Manager of Human Resources and Sustainability - 10



## ABOUT TEKNOSA - 12

Teknosa at a Glance - 13

Highlights and Awards - 17

Our Material Issues - 18

Our Value-Oriented Business Model - 20

Our Sustainability Strategy - 22

Our Supply Chain - 24



## OUR CORPORATE PROFILE - 26

Our Corporate Governance - 27

Our Sustainability Management - 30

Our Organizational Structure - 31

Our Strong Financial Performance - 32

Our Ethical Codes of Conduct - 34



## WORTH OUR EMPLOYEES - 37

Our Employee-Oriented Approach - 38

Equality, Diversity and Inclusivity - 40

Performance and Talent Management - 42

Health and Safety of Our Employees - 46



## WORTH THE SOCIETY - 48

Communication with our Stakeholders - 49

Our Social Contributions - 50

Unique Customer Experience - 53

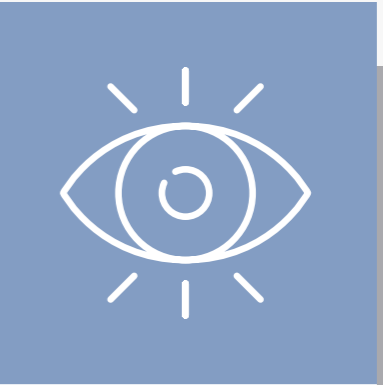


## WORTH THE WORLD - 56

Our Fight Against the Climate Crisis - 57

Our Waste Management and Circular Economy - 61

Our Environmentally-Friendly Products and Services - 63



## WORTH THE FUTURE - 65

Our Digital Transformation Journey - 66

Our Risk and Opportunity Management - 69

Our Position in the Industry, Trends and Our Future Expectations - 72



## ANNEXES - 75

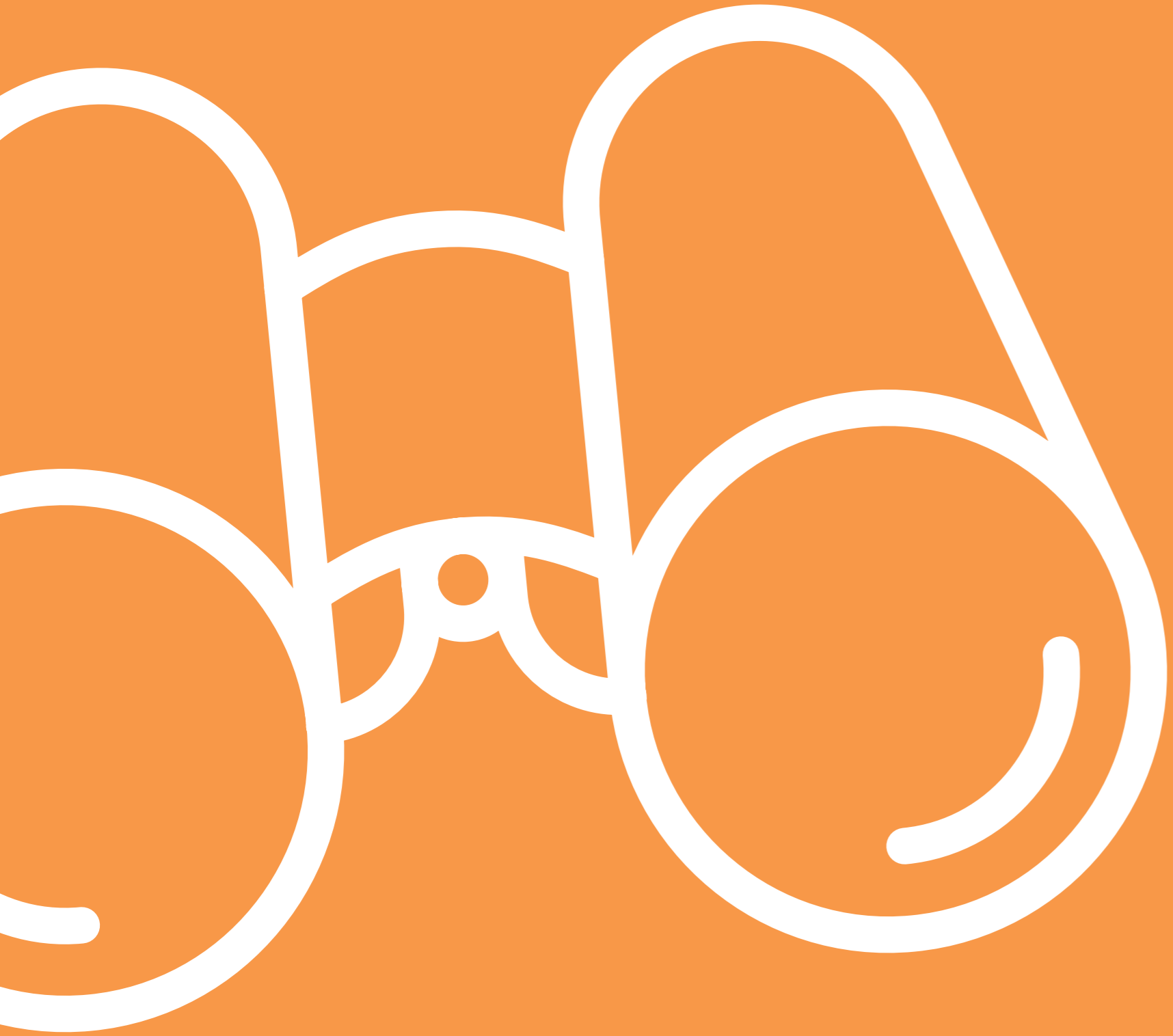
Performance Tables - 76

Memberships and Collaborations - 83

GRI Content Index - 87

Reporting Guide - 101

Assurance Statement - 111



# ABOUT THE REPORT

## ABOUT THE REPORT

(GRI 102-1; 102-45; 102-46; 102-50; 102-52; 102-53; 102-54)

### Estimated Reading Time: 3 minutes

As **Teknosa İç ve Dış Ticaret A.Ş.**, we integrate sustainability into our operations carried out following our purpose of “**bringing the technology of the world to everyone and creating happy moments**” and our target of “**providing a unique customer experience**”. Accordingly, in **our first Sustainability Report**, we are glad to share our environmental, social, and governance (ESG) performance, the impacts -of our operations, and the value we create with all our stakeholders..

Unless otherwise stated, the data provided in our Sustainability Report covers all our operations from **1 January to 31 December 2021**. This Report has been prepared in accordance with the **GRI Standards: Core** option.

Additionally, this Report, issued based on the fundamental criteria outlined in the Integrated Reporting Framework of the Value Reporting Foundation (VRF), presents our approach of creating value for today and future to our esteemed stakeholders. We also share in our report the value we create in environmental, social, and many other areas for our stakeholders as well as, our financial and non-financial performance, our corporate governance -approach, and the priorities identified by our stakeholders.

Our contributions to the United Nations’ (UN) **Sustainable Development Goals (SDGs)** are also explained in our report. Furthermore, the **Women’s Empowerment Principles (WEPs)** are evaluated in the report. The contents of our Sustainability Report were prepared based on the data and opinions provided by our departments, and our CEO and senior management approved its contents.

An independent external assurance audit was performed based on the criteria selected in connection with the sustainability performance, such as the greenhouse gas emission during the reporting period, amount of quantity, energy consumption, investments, employees, etc. As a result of the audit performed within this framework, the abovementioned criteria were verified in compliance with the “**Assurance Engagements Other than Audits or Reviews of Historical Financial Information**” (ISAE 3000) and the “**Assurance Engagements on Greenhouse Gas Statements**” (ISAE 3410).

We will regularly report our sustainability performance and the value we create in the upcoming periods in parallel with our responsibility and transparency approaches.

You can access the details of the **Independent Assurance Statement** through the **“Annexes”** section of our report.

You can submit your questions, opinions, and suggestions about the Report to us through the e-mail address **surdurulebilirlik@teknosa.com**.

*This report is digital- only.*



### DEFINITIONS OF THE SYMBOLS USED IN THIS REPORT



Data verified under limited assurance statement



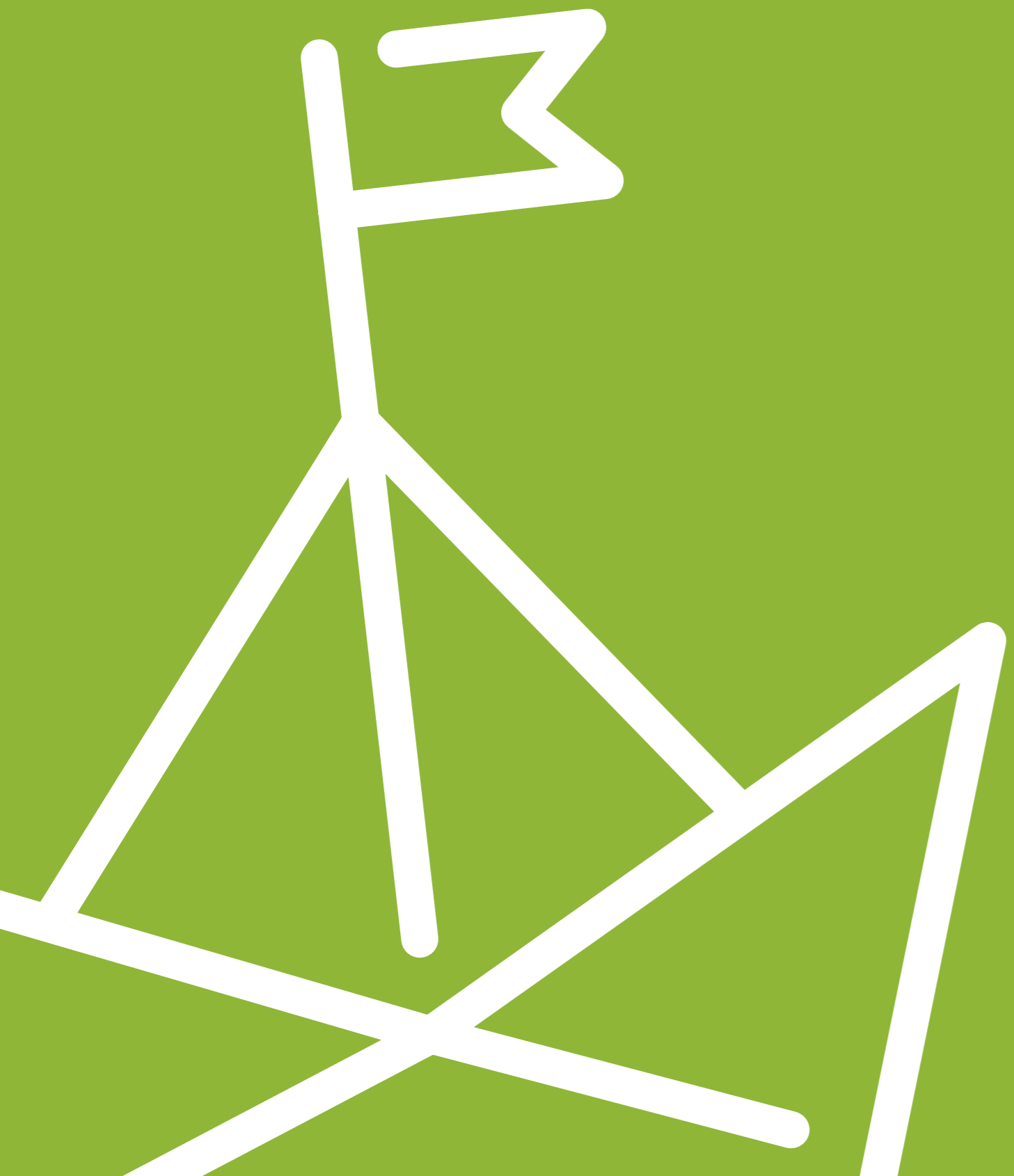
Links - to a website and reference to a section



Best practice



Estimated Reading Time of a Section



# LETTERS FROM THE MANAGEMENT

LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

LETTER FROM THE GENERAL MANAGER

LETTER FROM THE ASSISTANT GENERAL MANAGER OF HUMAN RESOURCES AND SUSTAINABILITY

# LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

(GRI 102-14)



**HAKAN TİMUR**

CHAIRMAN OF THE BOARD OF DIRECTORS OF TEKNOSA

⏪ 8 minutes

Dear Stakeholders,

The recent global developments and problems across the world and in our country have brought along many risks and opportunities concerning the business world. The COVID-19 pandemic, climate crisis and the **economic, social, and environmental problems** caused by this global turn of events revealed the importance of **sustainability and sustainable business models** once again.

Interruptions in the supply chain arising from these problems, emerged as one of the most prominent reflections of this period on the world economy. Eventually, the global economy recovered in 2021 and the estimated growth rates were revised and improved despite the regional differences. The share of online shopping in the global and Turkish retail market for technology kept increasing particularly **because of the growth of e-commerce**.

**“In Teknosa, we are taking distinctive steps towards our employees, the society, the world and the future for the sake of a sustainable future.”**

We reviewed our business model in Teknosa and redefined our priorities throughout this multivariable process. As expected from a playmaker in the industry, not only we adapted ourselves to the destructive changes thanks to **our vision, beliefs, experience, market penetration, strong omni-channel structure and agile organization** but also kept taking such actions with a positive impact on the industry. We made **TL 70 million** investment in Teknosa in 2021 despite of the economic uncertainties. For the next year, we anticipate making **TL 188 million** investment, **more than 2.5 times** of our 2021 investments.

We place sustainable growth at the heart of our focus by growing our existing businesses and expanding our impact area, and we make our investments accordingly. Our essential priorities for the next year will be **strategic transformation projects and improvement of user experience on all our platforms**. We will maximize **our investments in technology and human resources** to achieve operational excellence.

We aim at **taking innovative steps in our industry** and **achieving a strong growth target** also in the upcoming years by having an ever-increasing performance in technology retailing thanks to our digitalization and customer-oriented transformation actions in Teknosa.

**“We crowned our breakthroughs in digitalization and customer-oriented transformation with successful results in 2021 in line with the vision of Teknosa of New Generation.”**

Thanks to **our omni-channel model** combining our digital sales points and stores, we managed to stand by our customers for all their technological needs. We improved customer experience and optimized our business processes by strongly emphasizing **digitalization and data analytics**. Based on the vision of Teknosa of New Generation, we delivered **34% growth** performance, which is above the market level, with **TL 7.5 billion turnover** and **TL 131,5 million net profit** in 2021. Our [teknosa.com](https://www.teknosa.com) website,

preferred by technology lovers, maintained its growth also in 2021 thanks to its strong infrastructure, wide range of products and state-of-the-art applications. We earned **TL 1.1 billion turnover** in e-commerce, and this is equal to **15.3% of our total retail income**.

**“While maximizing the current performance of our company, we prioritize taking pioneering initiatives which will add value to our business also in the future.”**

We continued to add **innovative projects** to our organization in 2021 and these will contribute to our operations in the long run. As the **leader of the Turkish technology retail industry**, we commenced our **marketplace transformation activities** in this field for the purpose of making use of the rapidly developing **e-commerce potential** all around the world and in Türkiye. The purpose with our authentic marketplace model specializing in technology is to ensure that our customers can access to a wider range of products, respond to their changing demands in the fastest and most effective manner as much as possible and maintain the best value by improving e-commerce.

In **upcoming years**, we will diversify our value-added initiatives for the enrichment of the **customer-oriented** experience such as **end to end service** ecosystem from pre-sales to after-sales, smart and lean operations, development of our private label **Preo** and inclusion of solar panel

systems in the portfolio of our air-conditioning business unit **iklimsa**.

**We aim at increasing the value we create both for our country and all our stakeholders.”**

All these developments reemphasized that sustainability must be dealt with a strategic approach to deliver strong and consolidated results. According to the **“Net Zero Emission”** and **“Zero Waste”** goals set by the Sabancı Group, we strive to support circular economy, minimize greenhouse gas emissions, and protect the natural resources by minimizing our environmental impact with a focus on responsible use of resources and energy efficiency in Teknosa.

Additionally, we are pioneers of equality, diversity and inclusion policies and practices as well as the social projects intended for **social gender equality**. We hope to maintain our initiatives under **“Technology for Women”** by expanding the impact areas for the purpose of ensuring that women can have technology trainings and access to technology.

Following the legacy of our founder Hacı Ömer Sabancı, we are aware that **“being a member of Sabancı Holding means carrying a responsibility towards the world, humanity, society and all stakeholders”**. With this awareness, we aim at enhancing the value we create for our country and all our stakeholders. We will achieve this goal

by integrating technology in all our businesses, investing in highly qualified human resources, having advanced digital skills and creating new and sustainable business models. By designing our strategies in such a manner that the risks and opportunities will be effectively managed, we will assess the expectations and leverage all our resources in the name of Teknosa.

As a member company of the Sabancı Group, we focus on maximizing the value created for today and for the future within the organization of Teknosa through our initiatives finding solutions to environmental, economic, and social problems in parallel with our commitment that **“we unite Türkiye and the world through pioneering initiatives for a sustainable life”**. We will keep on taking firm actions for creating value for our employees, society, world, and future in the pursuit of a sustainable future based on our **“value-oriented business conduct”** approach which is one of our strategic prioritizes in Teknosa.

I am honored to present **our first Sustainability Report** reflecting on the value created for all our stakeholders and sharing our sustainability approach and performance. I would like to express my gratitude to all our stakeholders who support us in our sustainability journey that will continue at full steam ahead in the next years.

Best regards,

**Hakan TİMUR**

*Chairman of the Board of Directors of Teknosa*

# LETTER FROM THE GENERAL MANAGER

(GRI 102-14)



**SİTARE SEZGİN**

GENERAL MANAGER OF TEKNOSA

⏪ 9 minutes

**Dear Stakeholders,**

As Teknosa, we left a year behind during which we achieved great momentum by adding sustainable value to our stakeholders in accordance with our long-term goals set in order to adapt ourselves to the ever-changing needs and trends. We offer all technology products and services needed by our customers in the most unique way possible through our stores, authorized dealers and services and mobile platforms by joining the technology journey of Türkiye based on our philosophy of “**Technology for Everyone**”.

We are going through such a unique era that we can closely feel the change; rules of the game are rewritten in many industries because of global developments, digitalization has gained outstanding momentum and thus, technology is a priority on the consumer’s lists of needs and preferences. The volume of our industry, technology products market, reached **TL 113 billion** in 2021 with a **27% year-over-year growth rate**. As Teknosa, we maintained our development in e-commerce and achieved TL 1.1 billion turnover. The share of our e-commerce turnover in our retail turnover is 15.3%.

**“We completed the year with 34% growth rate, TL 7.5 billion turnover and TL 131.5 million net profit!”**

We prioritize taking pioneering initiatives to keep up with the future trends. Our investments through **Transformation Program for the Teknosa of New Generation** continues to reinforce customer experience. In 2021, we launched our **TeknoClub** program to offer several privileged services to our customers. We have recently commissioned many applications with the state-of-the-art technology for the purpose of seamlessly meeting the increasing current technological demands, facilitating the lives of our customers, and enhancing the quality of our services. We pay attention to aftersales customer services, including social media, and respond to all questions and requests of our customers through 17 different channels.



Not only did we make investments in digital channels to combine our store and digital platform capabilities for delivering a unique customer experience but also took key initiatives for the improvement of in-store digitalization and store design. Besides facilitating our operational efficiency, we enhanced customer satisfaction thanks to our **contactless payment, digital label, mobile terminal** etc. options available in our stores as of last year.

We expanded the **product range of Preo, our private label**, for offering high quality and affordable technology product alternatives to our customers and presented **1.8 million** products to our customers' taste in a year. We aim at expanding our scope further by taking on new categories, making use of alternative distribution channels and making our products accessible by more households and different areas in the upcoming years through our Preo brand **which has rapidly developed a product range of more than 900 items**.

We kept developing our **İklimsa** channel, the **air-conditioning center** of Türkiye. While developing our air-conditioner business model, we focused on integrating the solar panel systems and technology solutions into the authorized dealers and service network for meeting the demands of our corporate and retail customers.

Besides, we laid the foundations of our **Teknosa Marketplace** business model in 2021 and it will become one of the milestones of digital transformation of our omni-channel strategy. By establishing a technology marketplace, which will make a difference in Türkiye, we are planning

to offer all products and services that might be demanded by our customers in the field of technology with attractive options, know-how and Teknosa guarantee.

Since we value and consider our human resources as our greatest assets, we focus on making progress together with our colleagues and becoming the best employer for our prospective and current employees. The **lean and digital agile business models** we launched in 2021 allow us quickly to take new initiatives and implementing our improvements. We will keep improving the employment experience in near future by fully leveraging the technology.

Besides environmental sustainability, social gender equality is also among our priorities in Teknosa for assuring a more-egalitarian and inclusive future. In this context, we step up with our efforts for employing more women, increasing the number of female employees in administration, and offering equal opportunities. The rate of female employees in our Headquarters reached **40%** in 2021. Moreover, **37%** of our administrative roles were **undertaken by women** this year.

In addition to our efforts for training female leaders, we are working on some programs which will encourage women to engage in life actively and keep up with the digital age. Since 2007, we have been implementing the **"Technology for Women"** project by diversifying the contents of the program every year. Moreover, we collaborated with the Sabancı Foundation and the Federation of Women Associations of Türkiye

(TKDF) to launch the **social solidarity movement** for women who were victims of violence and had limited access to technology.

**"Besides focusing on the task to raise female leaders in our company, we launch social projects for active involvement of women in life and their adaptation to the digital world."**

We always maintain our activities intended for minimizing our carbon footprint since our fight against the climate crisis continues. In 2021, we saved around **1.9 million kW electricity** thanks to the heating, cooling, and lighting automation systems installed in our stores for minimizing **greenhouse gas emissions and energy efficiency**. We installed the necessary zero-waste system infrastructure in our Headquarters. We are planning to maintain our environmentally friendly practices in 2022 at full steam by adding green office practices and green energy applications to our organization.

We improve our values in line with the vision of our parent company Sabancı Group which encourages us to **be a leader and inspirer**, and we set our **sustainability goals** forming the basis of our strategic roadmap. We integrated sustainability into our existing strategies in 2021. Within this scope, we embrace our sustainability strategy under the themes of **Worth Our Employees, Worth the Society, Worth the World and Worth the Future**. We create a sustainable value for all our stakeholders based on our human,

natural, social and relationship, intellectual, manufactured, and financial capitals.

**"Sustainability is at the heart of our strategic roadmap."**

We focus on leveraging our capabilities to create **added value for our country and all our stakeholders**. We keep improving our initiatives to move ahead towards our goals and enrich our sustainable growth through innovative and breakthrough efforts. We will keep embracing our business model contributing to the sustainable future vision of Sabancı Holding in the upcoming years. We are committed to creating value for each one of our stakeholders, making positive contributions to sustainable development, following our present goal our present goals within this scope and becoming a distinguished and **value-added company** in the industry.

I would like to take this opportunity to thank our employees and all stakeholders who contribute to the **progress of Teknosa in its sustainability journey**. We are honored to present 2021 Teknosa **Sustainability Report**, our first sustainability report prepared in accordance with the GRI (Global Reporting Initiative) Standards, and provide information about our performance in the environmental, social and governance areas.

Yours sincerely,

**Sitare SEZGİN**  
General Manager of Teknosa

# LETTER FROM THE ASSISTANT GENERAL MANAGER OF HUMAN RESOURCES AND SUSTAINABILITY (GRI 102-14)



**ERSİN AYDIN**

ASSISTANT GENERAL MANAGER OF HUMAN RESOURCES AND SUSTAINABILITY

⏪ 6.5 minutes

Dear Stakeholders,

In 2021, particularly, the climate change related risks increased, efforts to adapt to the new world following the COVID-19 pandemic were prioritized, problems in the global supply chain continued, social inequalities deepened, and the future of sustainable development was threatened. The importance of keeping the temperature rise limited to 1.5°C across the world was highlighted and the gravity of the climate change problem was underlined during the UN Climate Change Conference (Conference of the Parties - COP) held in Glasgow and all nations attending to the conference agreed on taking immediate actions. Moreover, it was announced in the conference that the International Sustainability Standards Board (ISSB) was established by the International Financial Reporting Standards (IFRS) Authority to work on the improvement of global sustainability statement standards.

We closely monitor these developments with the responsibility of being the first technology retailer of Türkiye and place **sustainability, technology ecosystem and customer-oriented digital transformation** at the heart of our operations. Within this framework, we try to integrate sustainability into all our activities. While moving forward with our stakeholders in our sustainability journey based on our vision of **creating value for all our stakeholders**, we always maintain our initiatives for making our world more habitable.

In our first Sustainability Report, we are very pleased to share with our stakeholders the initiatives intended for making a positive impact on and creating value for our employees, our most important assets, as well as our society and our planet which offers its natural sources to us. We provided information about our Environmental, Social and Governance performances and our contribution to the UN's

Sustainable Development Goals by grouping our sustainability initiatives under the themes of **Worth Our Employees, Worth the Society, Worth the World and Worth the Future** in our Report which explains our approach of having a transparent management mechanism to keep up with the expectations from the future. Additionally, we identified our priorities, value creation model, sustainability strategy, risks, and opportunities in this first Report thank to the valuable contributions of our stakeholders.

**“I am proud of crowning the year of 2021, which was highly successful in terms of our business results, with our first Sustainability Report!”**

We are always working to maximize our employee engagement levels. We believe we can contribute to socioeconomic development and achieve innovation as well as progress if concepts such as equality, diversity and inclusion become more important in the business world. We see the principle of equal opportunities and diversity as our prioritized criteria in our Human Resources processes. We support active

involvement of women in the business life and launch practices that will increase female labor.

Besides focusing on the development of our employees, enhancing their satisfaction is among the most important fundamentals of our strategy and corporate culture. We protect the rights of our employees and recognize their contributions through all phases of our human resources processes based on our human resources policies prepared based on the vision of **“Teknosa of New Generation”**.

According to our corporate social responsibility approach, we consider **reliability and integrity** as essential principles in our relationships with the society. We direct our resources to projects aiming at overcoming social problems focusing on education and social gender inequality. We encourage our employees to voluntarily make financial and spiritual contributions in social responsibility projects. In 2021, **2,450 women** across Türkiye participated in the trainings offered by the **“Technology for Women”** project which unites more than 22,000 women around technology.

We maintain our activities to achieve our **Zero Emission** and **Zero Waste** goals by focusing on our fight against the climate crisis based on our environmentally friendly management approach. We keep minimizing the greenhouse gas emission resulting from our products and services as a part of our fight against the climate crisis and we concentrate on energy efficiency and renewable energy initiatives. Furthermore, we carefully monitor the amount of waste produced by our operations and take any necessary actions for setting measurable and traceable targets and ensuring an efficient waste management system.

**“In 2021, we saved around 1.9 million kW of energy thanks to the transformation of automation systems in line with our energy efficiency initiatives.”**

Recently, the demand for low emission products, which consume less energy, has been increasing increased when shopping for electronics since consumers have started to consider sustainability as a criterion that affects their shopping processes. At this point, we aim at minimizing our

environmental impact through our environmentally friendly products and services for keeping up with the industrial trends and meeting the expectations of our customers. We position **our environmentally friendly products and services** as the window of our house of strategies opening to our customers.

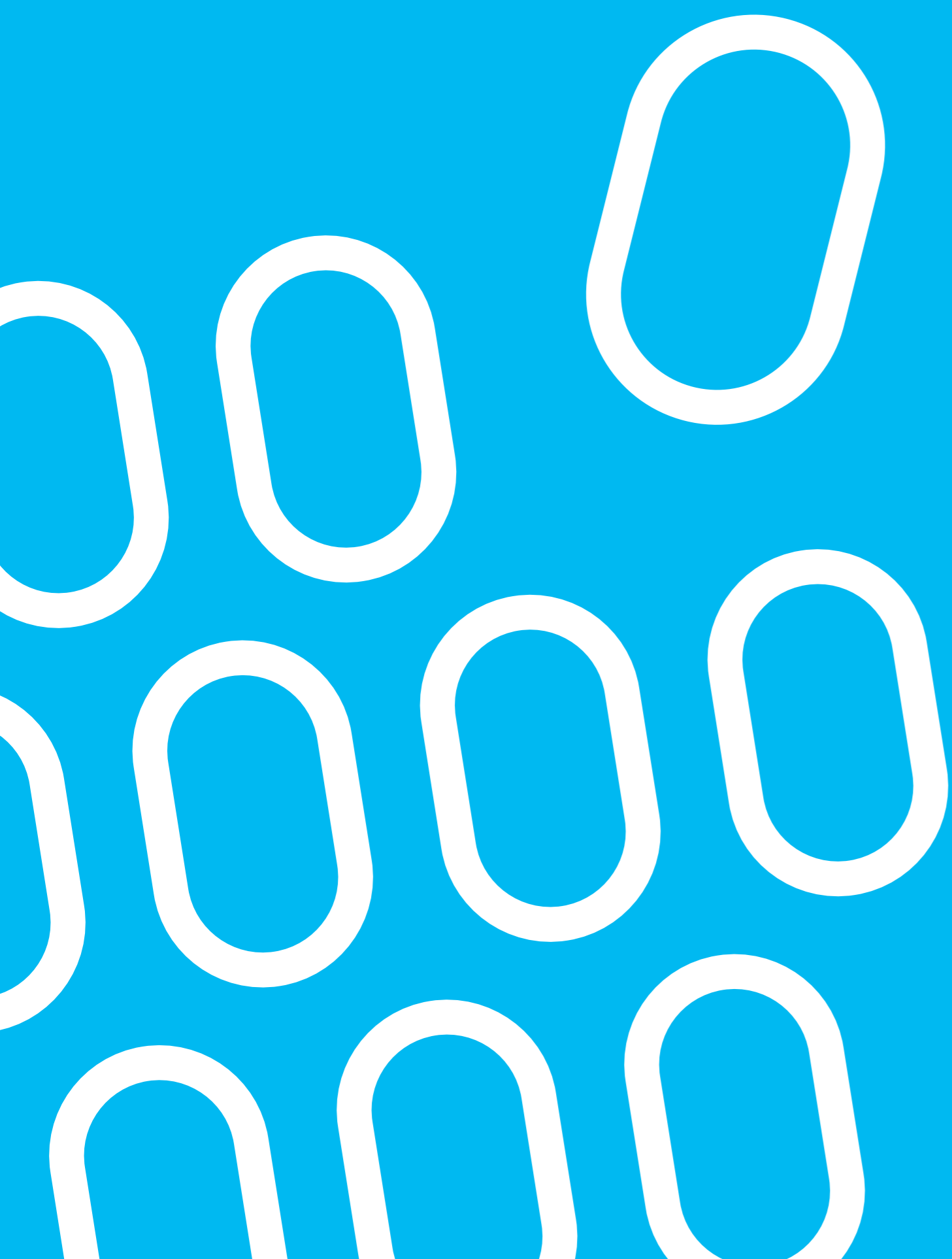
**“Our environmental investments reached around TL 12 million whereas our social investments exceeded TL 1 million in 2021.”**

We will continue to increase the value we create with all our stakeholders every year and share it with the reports to be published in the upcoming years. I would like to express my gratitude particularly to our valuable employees and to all our stakeholders who have contributed to our **first Sustainability Report** and **sustainability initiatives**.

Kind regards,

**Ersin AYDIN**

*Assistant General Manager of Human Resources and Sustainability*



# ABOUT TEKNOSA

TEKNOSA AT A GLANCE

HIGHLIGHTS AND AWARDS

OUR MATERIAL ISSUES

OUR VALUE-ORIENTED BUSINESS MODEL

OUR SUSTAINABILITY STRATEGY

OUR SUPPLY CHAIN

## TEKNOSA AT A GLANCE

(GRI 102-2; 102-4; 102-6; 102-7; 102-8; 102-16)

5 minutes

As **Teknosa İç ve Dış Ticaret A.Ş.**, we offer consumer electronics, visual display systems, information technology, telecom products and home appliances to our customers through our stores (**Teknosa**, **Teknosa Extra**, **Teknosa Exxtra**) and [teknosa.com](https://www.teknosa.com) with our **21 years of experience**. Besides, we have been operating in the air-conditioning industry since 2006 through the **authorized dealers, authorized services** and [iklimsa.com](https://www.iklimsa.com) under our dealer group brand **iklimsa**.

We continue to aftersales support our customers through services such as **“Safety”, “In-Store Service”, “On-site Installation”, “Remote Support Service”** and **“Full Support Service Packages”** under the roof of **Tekno Service**. Within this scope, we provide versatile opportunities from extended product warranty periods to maintenance and repair, if needed, trade-in options and model upgrades.

As **the first technology retailer of Türkiye that went public in 2012**, concepts such as **unique customer experience, sustainability** and **customer-oriented digital transformation** are at the heart of our operations. Accordingly, our priority is to make continuous investments to the professional and personal developments of our employees and to assure customer satisfaction with our qualified human resources.

We focus on creating value for all our stakeholders throughout our operations. Within this scope, we integrate sustainability into our business model and maintain our initiatives social gender equality, transparency, responsible use of resources and environmental awareness for making our world more habitable with our stakeholders.





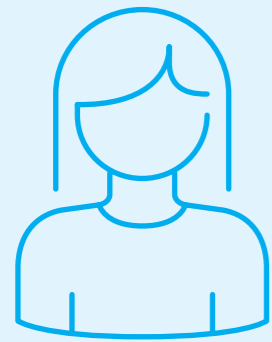
✓ 2,301 EMPLOYEES



✓ 25% FEMALE



✓ 75% MALE



10%  
lower-level female executive



43%  
middle level female executive



37%  
top-level female executive



339  
İKLİMSA AUTHORIZED DEALERS

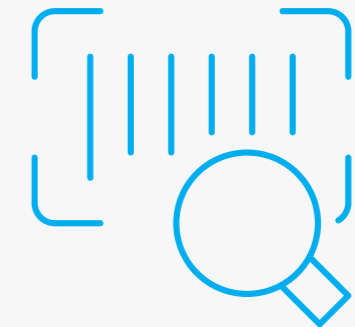
275  
İKLİMSA AIR-CONDITIONING SERVICES

163  
İKLİMSA WHITE GOODS SERVICES



18,616,600  
STORE CUSTOMERS

5,9% YEAR-OVER-YEAR INCREASE  
COMPARED TO 2021



15,521  
ITEMS ON  
PRODUCT RANGE



TL 7.5  
BILLION NET  
TURNOVER

34% YEAR-OVER-YEAR  
GROWTH RATE  
COMPARED TO 2020



TL 131.5  
MILLION  
NET PROFIT

54% YEAR-OVER-YEAR  
INCREASE COMPARED TO 2020



198  
TEKNOSA  
STORES





## MORE THAN 900 TYPES OF PRODUCTS

Preo, reflecting the guarantee and experience of Teknosa and introduced to our customers first in 2015 is one of **the most comprehensive “private label”** initiatives in our industry. With Preo brand, we offer **more than 900 types of products** to our customers including wearable technologies, smart toys, personal care products, small home appliances, games, and other accessories. With our vision of creating a brand preferred by households in Türkiye and all around the around, we strengthen our Preo brand, which aims at facilitating the lives of our customers, by offering affordable prices; innovative, reliable, high quality and state-of-the-art technology products.



## 300,000+ TEKNOSACELL SUBSCRIBERS

With **Teknosacell, the first and only mobile communication service** provided by the Turkish technology retailing sector, we have been providing affordable tariffs, post-paid and pre-paid line options and special prices for technology products to our customers since 2015.



## 5 DIFFERENT BRANDS AND MORE THAN 200 MODELS

We provide services with the motto of being **“Türkiye’s air conditioning center”** with our household and professional products through İklimsa which has leading brands that stand out at the international market with their quality and comfort offered to the customers. There are **5 different brands and more than 200 models** under our brand that has expanded its wide range of products with heat pumps and stations, refrigerators, and solar energy systems (SES).



## OUR PRIVATE LABEL UNDER İKLİMSA

With our **Sigma** products, our private label under İklimsa, we introduce a comfortable air-conditioning experience and environmentally friendly options with high energy efficiency to our customers thanks to the inverter technology. We offer solutions for large areas and alternatives for heating systems using heat pumps and electrical or fossil fuels with our Sigma branded professional air-conditioner options.



## HIGHLIGHTS AND AWARDS

3 minutes

<p><b>"Women-Friendly Brands Awareness"</b> award presented by the Women-Friendly Brands Platform for our Technology for Women project</p>	<p>First <b>Video Chat</b> option offered in the sector to the customer for providing detailed information about the products and services</p>	 <p><b>Teknoloji perakendeciliğinde 11 yıldır tercih Teknosa</b></p> <p>AYD 1 Numaralı Markalar Ödül Töreni'nde 11 kez Teknoloji Perakendeciliği ve 6 kez de Anchor Mağaza kategorilerinde 1 numaralı marka seçildik. 11 yıldır, siz değerli müşterilerimizin oylarıyla aldığımız bu ödül için sizlere ve bu başarıyı mümkün kılan tüm çalışanlarımıza teşekkür ederiz.</p> 		
<p>2 silver awards in the <b>"Best Learning Program"</b> and <b>"Best Use of Employee Source"</b> categories presented by Brandon Hall HCM Excellence Awards for the Teknosa Mother Mentors project and 1 bronze award in the <b>"Best Unique or Innovative HR Program"</b> category</p>	<p><b>First Prize</b> in <b>"Hardware of the Year Category"</b> from Informatics 500 Awards</p>		<p><b>First prize</b> award in <b>"Technology Supermarkets"</b> category and <b>second prize</b> in <b>"Store E-Commerce"</b> category</p>	
<p><b>"Coolest Technology Supermarket of Türkiye"</b> award from the Cool Brands Survey</p>	<p><b>First Prize</b> in <b>"Technology Retailing"</b> and <b>"Anchor Store"</b> categories in the <b>"Most Popular and Preferred Brands in Shopping Malls"</b> Survey</p>		<p><b>Gold</b> award in <b>"Technology Supermarkets"</b> category by Social Media Awards and <b>bronze</b> award in <b>"Search Engine Campaign"</b> category</p>	
	<p><b>Diamond</b> award in <b>"Technology Store Chain"</b> category of <b>Şikayetvar A.C.E. Awards</b></p>		<p><b>"Outstanding Digital Brand of Türkiye"</b> award in Technology Retailer category in the <b>"Digital Brands of Türkiye Survey"</b></p>	
	<p><b>Bronze</b> award in <b>"Women Supporting Women in Business Life"</b> category by Stevie Awards Women in Progress program</p>		<p>Surprise gifts and unique deals offered to our customers with <b>TeknoClub</b> program launched this year</p>	
	<p><b>Gold</b> awards in the <b>"Best Omni-Channel Customer Experience"</b>, <b>"Best Digital Transformation-Under 25 Years in Business"</b> and <b>"Customer Experience in the Crisis"</b> categories by the International Customer Experience Awards and silver award in <b>"Contact Center"</b> category</p>		<p>Sharing of current technological developments with our consumers on <b>Teknosa Blog</b></p>	
	<p><b>"E-Commerce Transformation of the Year"</b> award in SAP Transformation of the Year Awards</p>		<p>Award in the <b>"Firsts of Industry"</b> category in Customer Experience Awards of Nice Medya 4. CX Awards Türkiye</p>	<p>Sitare Sezgin, CEO of Teknosa, was on the <b>"Top 50 CEOs of Türkiye"</b> list</p>
	<p>Our <b>"Click &amp; Collect"</b> and <b>"Click &amp; Drive"</b> services</p>		<p><b>"Best Digital Service"</b> award in IMI Conferences Türkiye Call Center Awards</p>	<p>Launch of contactless payment and digital label system infrastructure in all stores</p>

You can find detailed information about our awards and achievements on the [website](#).

# OUR MATERIAL ISSUES

(GRI 102-44; 102-47)

⏪ 3 minutes

## In 2021, we identified our sustainability priorities with a participative and inclusive approach based on international standards.

We finalized **the long list of 23 material issues** that we identified by analyzing the requirements of our operations and reviewing the reports of our stakeholders and competitors in our industry and bearing in mind our business model and common views of our internal and external stakeholders, and we identified **14 topics as our material issues**. Within this framework, we submitted the survey containing our predefined material issues to our key stakeholders for understanding their views and ranking the gravity of such issues on a scale of 0 to 5. We reached out to our **963 stakeholders** with this survey and **48.4%** of our stakeholders responded to it. Additionally, we ranked our stakeholder groups by assessing their importance for Teknosa. We developed

our material issues matrix with the weight scores determined based on such ranking and with the responses of our stakeholders.

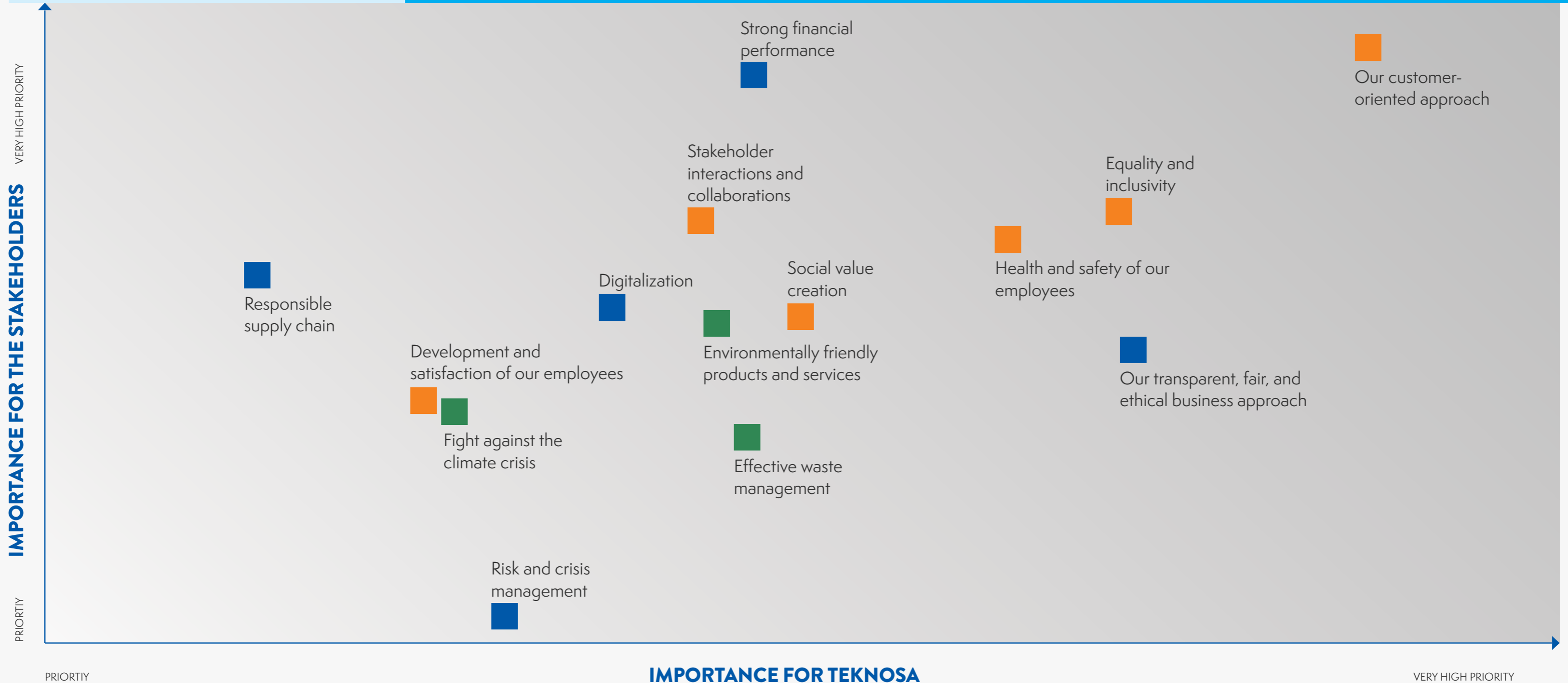
We will try to have effective communication with our stakeholders for carrying our processes and operations one step further in the upcoming periods. Besides, we will maintain our activities and improve the scope of the issues identified as priorities as well as our efforts related to these issues.

**You can access the list of our key stakeholders, communication methods and frequencies through the [“Interaction with Our Stakeholders”](#) section of our report.**

OUR MATERIAL ISSUES	FOR TEKNOSA	FOR OUR STAKEHOLDERS
<b>Very high priority</b>	<ul style="list-style-type: none"> <li>• Our customer-oriented approach</li> <li>• Our transparent, fair, and ethical business approach</li> <li>• Equality and inclusivity</li> <li>• Health and safety of our employees</li> </ul>	<ul style="list-style-type: none"> <li>• Our customer-oriented approach</li> <li>• Strong financial performance</li> <li>• Stakeholder Interactions and collaborations</li> <li>• Equality and inclusivity</li> <li>• Health and safety of our employees</li> </ul>
<b>High priority</b>	<ul style="list-style-type: none"> <li>• Social value creation</li> <li>• Strong financial performance</li> <li>• Effective waste management</li> <li>• Environmentally friendly products and services</li> <li>• Stakeholder interactions and collaborations</li> <li>• Digitalization</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible supply chain</li> <li>• Digitalization</li> <li>• Environmentally friendly products and services</li> <li>• Social value creation</li> <li>• Our transparent, fair, and ethical business approach</li> </ul>
<b>Priority</b>	<ul style="list-style-type: none"> <li>• Risk and crisis management</li> <li>• Fight against the climate crisis</li> <li>• Development and satisfaction of our employees</li> <li>• Responsible supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Development and satisfaction of our employees</li> <li>• Fight against the climate crisis</li> <li>• Effective waste management</li> <li>• Risk and crisis management</li> </ul>

ENVIRONMENTAL SOCIAL GOVERNANCE

# OUR MATERIALITY MATRIX



# OUR VALUE-ORIENTED BUSINESS MODEL

3 minutes

Since our establishment, creating value for all our stakeholders has been our goal and we support this goal through pioneering initiatives to promote a sustainable life and unite Türkiye with the rest of the world. We always try to stand by our customers with extensive sales channels forming the basis of our business model and with a wide and high-quality range of technological products.

In our first Sustainability Report, which we have prepared in light of the developments in the world and in our sector, we reveal the value we have created for all our key stakeholders throughout our operations in 2021 in our focus areas: "Worth Our Employees", "Worth the Society", "Worth the World" and "Worth the Future". In parallel with this, we identified our risks and opportunities, our sustainability strategy and value creation model based on our meetings with the related departments as well as detailed research. Moreover, we prepared the contents of our Report in consideration of the **Integrated Reporting (IR) Framework** published by the **Value Reporting Foundation (VRF)**.

We organized workshops with our key departments for the development of the content of our value creation model to describe our operations in the best way. We included the value

we create for each capital, our activities and outputs in our value creation model resulting from such workshops. We will keep creating value for our stakeholders by achieving the continuity of our efforts also in the upcoming years.

**As Teknosa, we are maintaining our position as the leader in the geography we operate through "innovative" and "distinctive" products and services in the light of our purpose of "bringing the technology of the world to everyone and creating happy moments".**

## OUR CULTURE AND VALUES

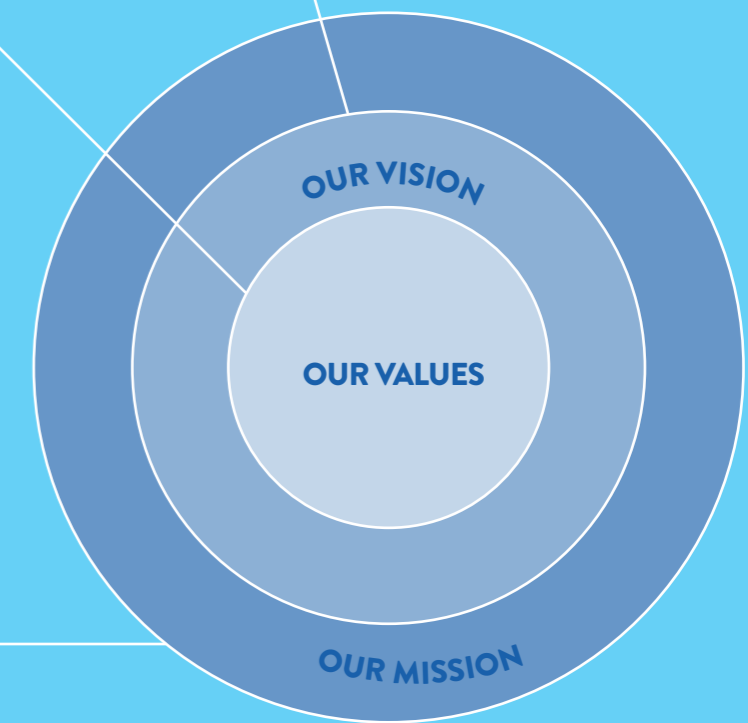
During our operations, we place the needs and expectations of all our stakeholders at the center, appreciate different opinions and value broad participation in the decision-making process. As Teknosa, we are a young firm and pioneer of innovation that is not afraid of making mistakes but considering this as an opportunity for development and focuses on creating sustainable value.

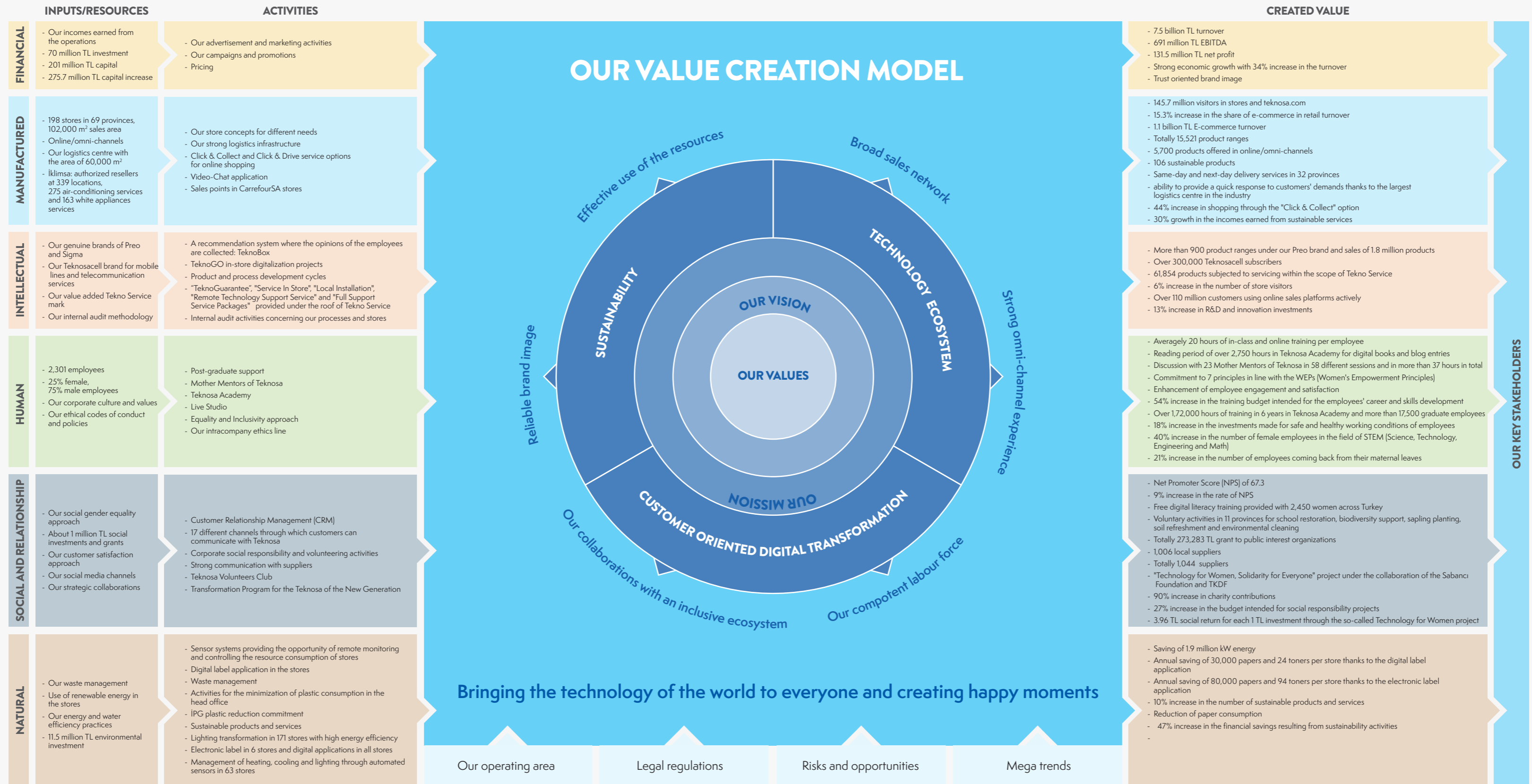
**Our core values are as follows:** Sincerity / Continuous development / Inclusion / Courage / Passion

**Our Vision:** To continue to be a leader in the geographies we operate with our high-quality "Innovative" and "Distinctive" products and services.

**Our Values:** We are a young and dynamic firm which prioritizes customer satisfaction, is aware of its ethical codes of conduct and social responsibilities and is open for development and improvement.

**Our Mission:** "To stand by our customers with our extensive sales channels and a wide and high-quality range of technological products."





⏪ 2 minutes

Within the scope of our sustainability strategy efforts, we worked on our priority issues, risks and opportunities, value creation model and structure of sustainability strategy jointly with our stakeholders in 2021. We shape our business manner and strategy within the frame of our capabilities forming the basis of our operations and integrate sustainability into the business manner of our entire organization. Accordingly, we set our sustainability strategy in parallel with our priority issues identified in the areas we focus on: **Worth Our Employees, Worth the Society, Worth the World** and **Worth the Future**, as well as the capitals and Sustainable Development Goals (SDGs).

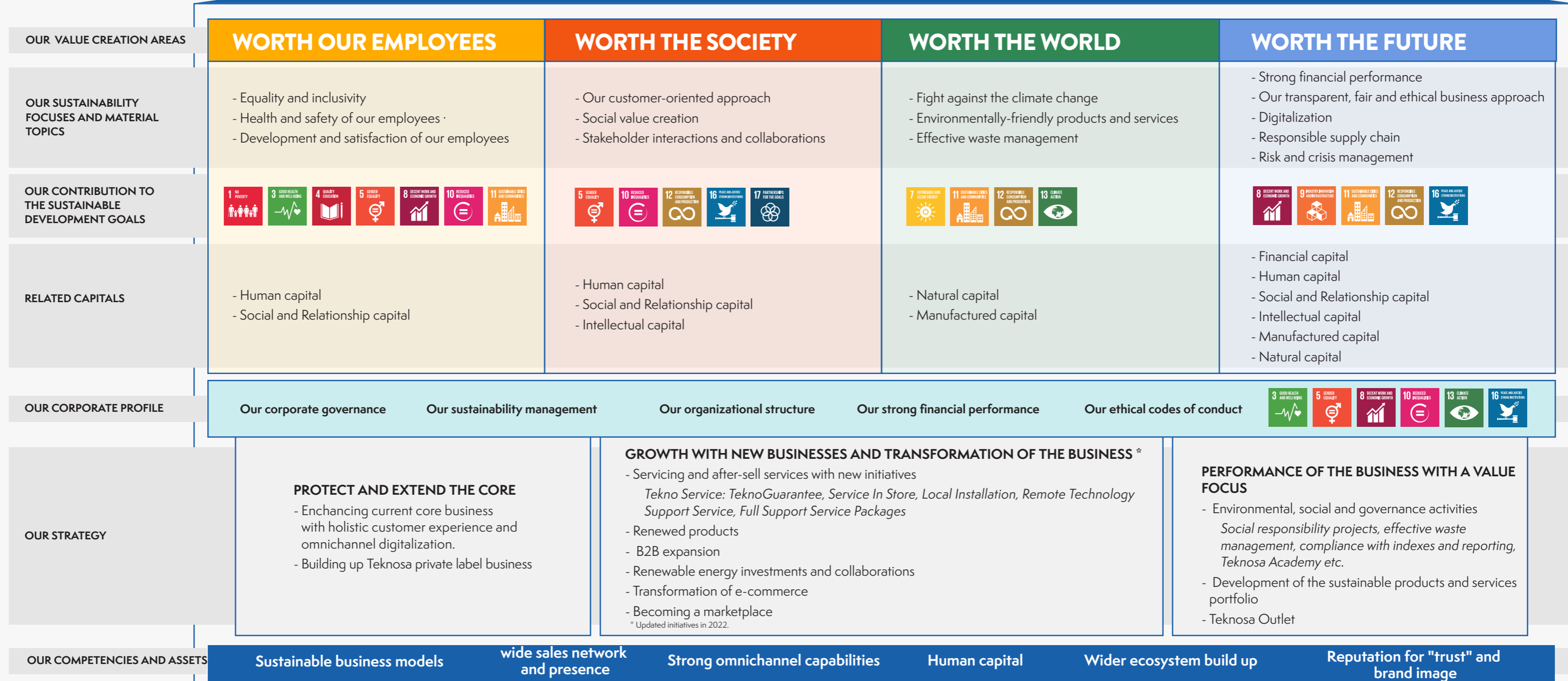
In the light of our strategy designed as explained above, we add value to our world, to the society and to our employees by **“retaining the existing business”** with our private labels, range of products and versatile customer experience, by **“growing with new businesses and transforming the business”** through our services and after-sales services, renewed products, renewable energy investments and collaborations and by **“doing our job in a value-oriented manner”** through environmental, social and governance initiatives and development of our sustainable product and service portfolio.

## OUR SUSTAINABILITY STRATEGY



# TEKNOSA SUSTAINABILITY STRATEGY HOUSE

WE EXIST TO BRING HAPPY MOMENTS BY PROVIDING THE WORLD'S TECHNOLOGY TO EVERYONE.



# OUR SUPPLY CHAIN

(GRI 102-9; 103-1; 103-2; 103-3; 204-1)

4 minutes

We maintain our relationships with our suppliers, who provide our products and services, through activities focusing on continuous development. Within this scope, we expect our suppliers to carry on their business activities within the frame of the rules to be followed across the value chain by Sabancı Holding and our Company, and to embrace our rules regarding environment, labour and human rights, occupational health and safety and business ethics

We carry out our operations with awareness of the importance of **Sustainable Supply Chain** in terms of continuity of our operations. We measure the continuity and efficiency of our quality management system with the use of modern management techniques in our supply chain processes through our [Quality Policy](#) issued based on this awareness, and we take actions for any necessary improvements. Having a **responsible, sustainable, transparent, and traceable supply chain** in Teknosa is among our priorities.

We follow our processes meticulously by identifying timely delivery, stock and product safety and cost data in our supply chain as the key performance indicators (KPI). We offer the **omni-channel experience** to our customers to have a more agile and sustainable supply chain and ensure the compliance of our products and services with the regulations expected to be put into force.

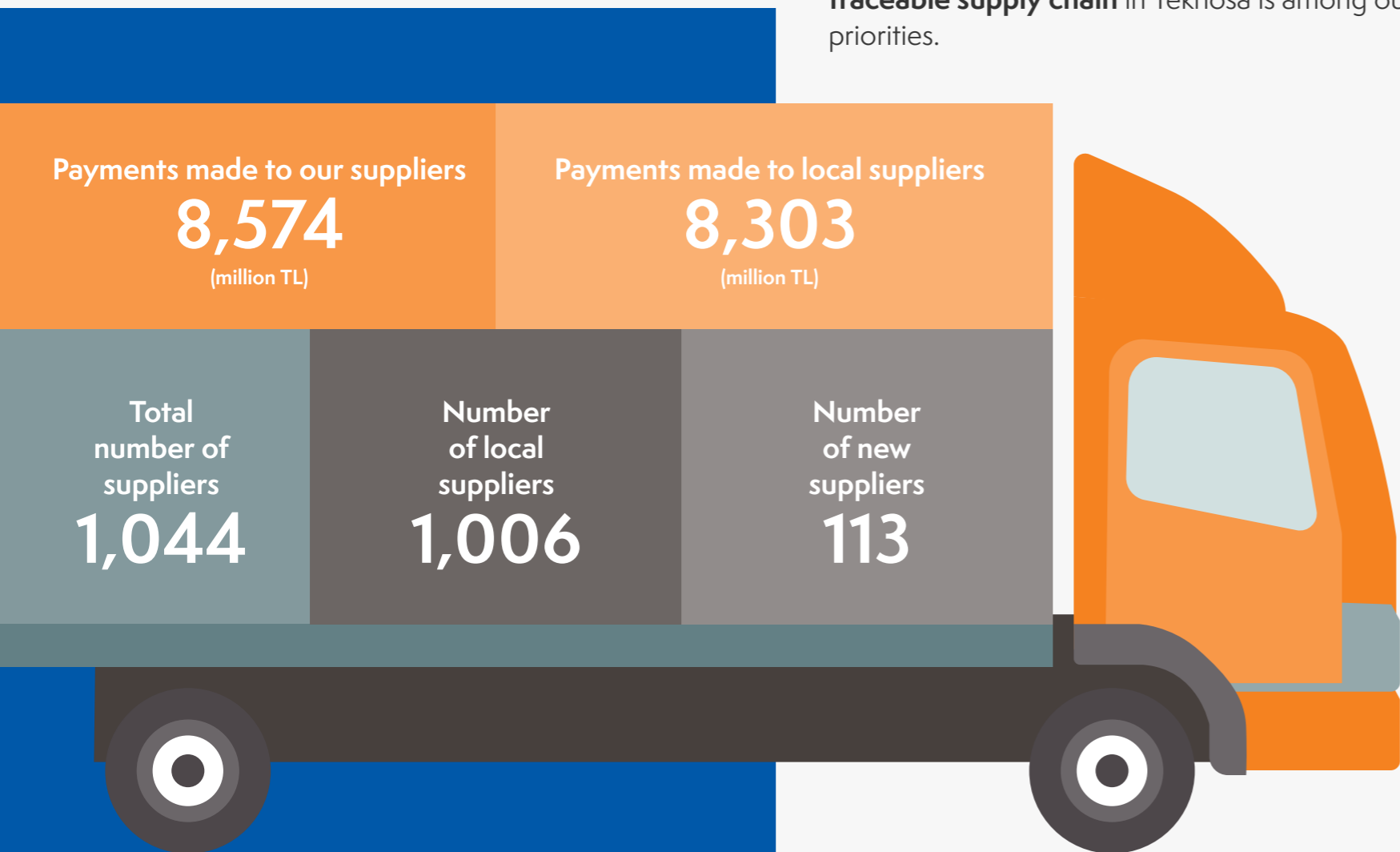
Being a critical step of our supply chain journey, supplier selection is performed based on needs and in consideration of several concepts including quality and diversity. We store our products in **Teknosa Logistics Center** and ship them to the **İklimsa Authorized Dealers** and our customers through our **Online Platforms**. Our customers can contact us and obtain information through **17 different channels** in total in pre-sales and after-sales processes. Furthermore, we conduct various surveys to minimize any negative impact resulting from the shipment of our products.

**We have the largest logistics center in the industry located on a 30,000 m<sup>2</sup> outdoor area and 30,000 m<sup>2</sup> indoor area!**

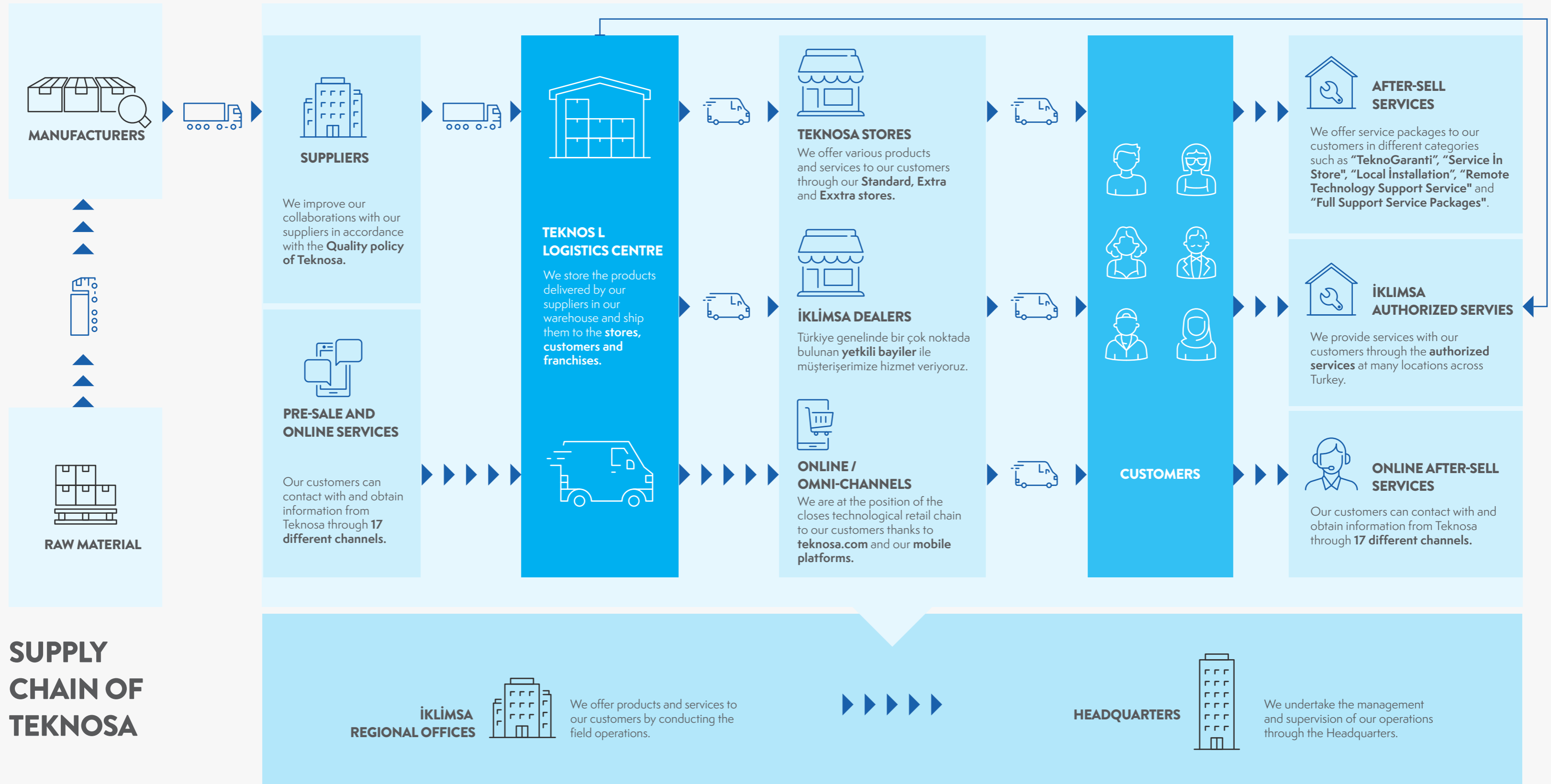
**In 2021, we improved our collaborations with over 1,000 suppliers. Within this scope, we worked with domestic suppliers for 97% of our procurements.**

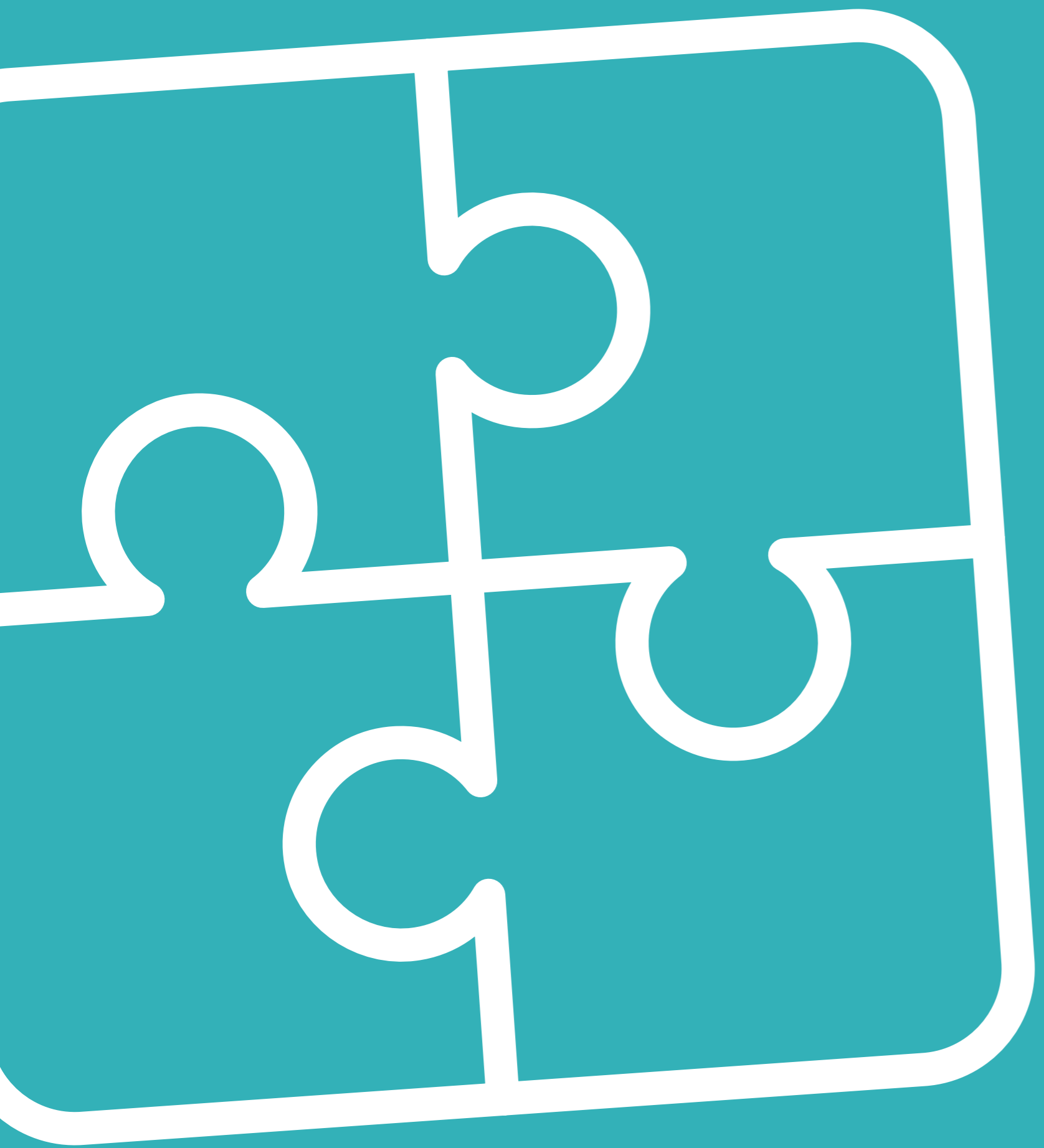


After our products are delivered to our customers, we continue to support them with our after-sales services. We extend the life cycle of the products sold and create added value in our value chain thanks to service and repair options such as **“TeknoGuarantee”, “In-Store Service”, “On-Site Installation”, “Remote Technology Support Service”** and **“Full Support Service Packages”** offered by **Tekno Service**. Besides, we support our customers for all their needs related to air-conditioning through our **İklimsa Authorized Services** providing services at many locations across Türkiye.









# OUR CORPORATE PROFILE

OUR CORPORATE GOVERNANCE

OUR SUSTAINABILITY MANAGEMENT

OUR ORGANIZATIONAL STRUCTURE

OUR STRONG FINANCIAL PERFORMANCE

OUR ETHICAL CODES OF CONDUCT

## OUR CORPORATE GOVERNANCE

(GRI 102-18; 103-1; 103-2; 103-3; 202-2; 405-1)

⏪ 4 minutes

We believe that corporate governance practices, based on a strong structure and corporate culture, are requirements of the business world for sustainability-oriented growth. Accordingly, we shape our approach by placing **transparency, fairness, responsibility, and accountability** at the heart of corporate governance as the 4

fundamental principles. We aim to protect the rights of all our stakeholders at the highest level and create value because of our collaborations.

We comply with the principles designated by the **Capital Markets Board**, the authority regulating

and supervising the corporate governance practices in our country, and endeavor to improve our current structure by taking the best corporate governance practices in the world as a reference.

You can access - [ou Corporate Governance Compliance Reports and Sustainability Principles Compliance Report web sitemizden erişebilirsiniz.](#)

Our Board of Directors always considers the long-term interests of our Company and is responsible for achieving the operational and financial performance goals disclosed to the public. Within this scope, the achievement of such targets is assessed by our Board

of Directors on a regular basis and justifications for the non-achieved targets are provided in its **annual report**. We intend to share the achievement status of the respective targets in the upcoming years through **our sustainability report to be published annually**.

Moreover, ensuring active participation of non-executive members to the meeting is under the responsibility of the Chairman of the Board of Directors. Our Board Members are reviewed in 3-year periods, and we have a [Remuneration Policy](#) for the management of the remunerations and vested benefits of our Board Members.

### OUR COMMITTEES

In Teknosa, the roles of a Chairman of the Board of Directors and General Manager are assumed by **different individuals**. Besides, we have sufficient number of Committees in order to ensure that the Board of Directors fulfils its duties and responsibilities more properly.

A Board Member can be a member of **multiple committees** in Teknosa depending on his/her expertise and qualifications required by the responsibility of a committee membership. We have a total of **3 committees** under the supervision of the Board of Directors and these are **Corporate Governance Committee, Early Detection of Risk Committee** and **Audit Committee**.

You can have detailed information about the duties and structures of our committees through [our website](#) and [our Annual Report for 2021](#).



## OUR BOARD OF DIRECTORS

### GENDER

17% FEMALE

MALE 83%

### EXPERIENCE COMPOSITION

STRATEGY AND PLANNING

HUMAN RESOURCES  
MANAGEMENT

SUSTAINABILITY

MARKETING

INTERNATIONAL EXPERIENCE

FINANCE, AUDIT

RETAIL

RISK MANAGEMENT

### EDUCATION

BAACHELOR'S DEGREE

POST-GRADUATE

DOCTORATE

### COMMITTEE MEMBERSHIP

CORPORATE GOVERNANCE COMMITTEE

EARLY RISK DETECTION COMMITTEE

AUDIT COMMITTEE

Total  
business  
experience  
**25 years**Attendance  
in Board  
meetings  
**4/4**

**HAKAN TİMUR**  
Chairman

Total  
business  
experience  
**26 years**Attendance  
in Board  
meetings  
**4/4**

**ZEYNEP PELİN ERKIRALP**  
Deputy Chairman

Total  
business  
experience  
**31 years**Attendance  
in Board  
meetings  
**4/4**

**UĞUR GÜLEN**  
Board Member

Total  
business  
experience  
**32 years**Attendance  
in Board  
meetings  
**4/4**

**ERKAN ŞAHİNLER**  
Board Member

Total  
business  
experience  
**46 years**Attendance  
in Board  
meetings  
**4/4**

**MEVLÜT AYDEMİR**  
Independent  
Board Member

Total  
business  
experience  
**28 years**Attendance  
in Board  
meetings  
**4/4**

**TEMEL CÜNEYT EVİRGEN**  
Independent  
Board Member

### COMMITTEE MEMBERSHIP

**CORPORATE  
GOVERNANCE  
COMMITTEE**

**EARLY RISK DETECTION  
COMMITTEE**

**AUDIT  
COMMITTEE**

## ROLES OUTSIDE TEKNOSA

**Hakan Timur** He has been acting as the Deputy Chairman of the Board of Directors of SabancıDx and Çimsa companies and as the Board Member in Enerjisa Enerji and Enerjisa Üretim companies and he has been working in such NGOs as **ÖSGD\***, **YKÜD\***, **SKDT\*** ve **WBSCD\*** etc. and he has also been in charge of the Head of the Employment and Social Security Work Group of **TUSİAD\***.

**Zeynep Pelin Erkiralp** She has been working as the Head of the Corporate Brand Management and Communication Department of Sabancı Holding.

**Uğur Gülen** He has been working as the General Manager and Board Member of Aksigorta; Member of the Investment Committee of Sabancı VC and Board Member of SabancıDx.

**Erkan Şahinler** He has been working as the Planning, Analysis and Finance Director in Sabancı Holding and acting as the Board Member of Temsa İş Makinaları ve Teknosa İç ve Dış Ticaret A.Ş. and General Manager and Board Member of Exsa, Tursa and AEO.

**Mevlüt Aydemir** He has been a member of various social organizations.

**Temel Cüneyt Evirgen** He has been working as the Director of the Manager Development Department (EDU) of Sabancı University and instructing in the undergraduate and post-graduate programs of the Faculty of Management Sciences of Sabancı University in his capacity as the Lecturer.

You can access to the resumes of the Board Members of Teknosa through [Yatırımcı İlişkileri web site](#).

\* **ÖSGD:** Özel Sektör Gönüllüler Derneği

\* **YKÜD:** Yönetim Kurulu Üyeleri Derneği

\* **SKDT:** Sürdürülebilir Kalkınma Derneği Türkiye

\* **WBSCD:** World Business Council for Sustainable Development

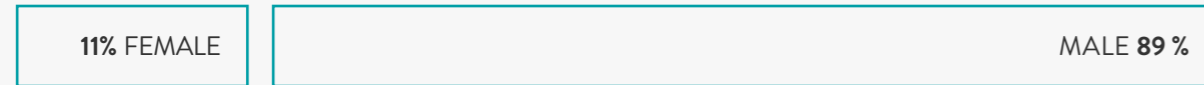
\* **STK:** Sivil Toplum Kuruluşları

\* **TUSİAD:** Türk Sanayicileri ve İş İnsanları Derneği

## OUR TOP MANAGEMENT

We recruit all Senior Management from the local community.

### GENDER



### EXPERIENCE COMPOSITION



### EDUCATION



Total business experience **26 years**

**SİTARE SEZGİN**  
General Manager



Total business experience **27 years**

**ÜMİT KOCAGİL**  
Assistant General Manager of Finance



Total business experience **30 years**

**ÖNDER ÖMER OĞUZHAN**  
Assistant General Manager of Technology



Total business experience **30 years**

**TANSU ÖZTORUN**  
Assistant General Manager of İklimsa Business Unit



Total business experience **24 years**

**DOĞA ORAN**  
Assistant General Manager of Strategic Growth Areas



Total business experience **24 years**

**ERSİN AYDIN**  
Assistant General Manager of Human Resources and Sustainability



Total business experience **24 years**

**EMRE KURTOĞLU**  
Assistant General Manager of Digital Sales and Marketing



Total business experience **26 years**

**NAİL ENVER YELKENCİ**  
Assistant General Manager of Retail Sales



Total business experience **25 years**

**CENK YENGİN**  
Assistant General Manager of Category Management and Supply Chain

\* Nail Enver Yelkenci continues his Master's Degree in Marketing at Marmara University.

# OUR SUSTAINABILITY MANAGEMENT

(GRI 102-18; 102-18)

4 minutes

By integrating sustainability into our business operations, we carry out the activities related to effective use of resources and fulfilment of our customers' needs and expectations according to the global developments. Within this scope, we aim at enhancing the compliance with international regulations and standards in the environmental, social and governance focus areas. We organize our sustainability management and operations in parallel with the sustainability approach and goals of Sabancı Holding and by following all local and global developments as an organization.

**In line with Sabancı Group's mission of being a pioneer and an example, we carry out our sustainability efforts with a high level of effort.**

In 2021, we restructured the role of Assistant Manager of Occupational Health & Safety and Environment as the **"Sustainability and OHS"** for comprehensive and dynamic management of our sustainability processes. Our unit takes charge in the identification of sustainability goals and monitoring of the progress, development of relevant strategies, performance of awareness raising activities, establishment of collaborations, keeping up with climate related trends and

compliance with the applicable legislations, identification of risks and opportunities and taking of necessary actions. Our Sustainability and Occupational Safety Department carries out its activities under the supervision of the Assistant General manager of Human Resources and Sustainability and reports to the General Manager and Executive Board whenever necessary.

**Hakan Timur**, acting as the **Chairman of the Board of Directors**, has also been working as the **Head of the Human Resources and Sustainability Group of Sabancı Holding**. The issues of sustainability are handled with priority in the Board Meetings regularly held by the General Manager and Executive Board, and our **General Manager, Sitare Sezgin**, is the **spokesperson with the highest authority** in sustainability issues within the structure of Teknosa. Moreover, we have Key Performance Indicators (KPIs) affecting the financial performance of the company for taking actions against the climate crisis and minimizing the use of plastics at the General Manager level for the purpose of integrating sustainability into the heart of our operations and management style.

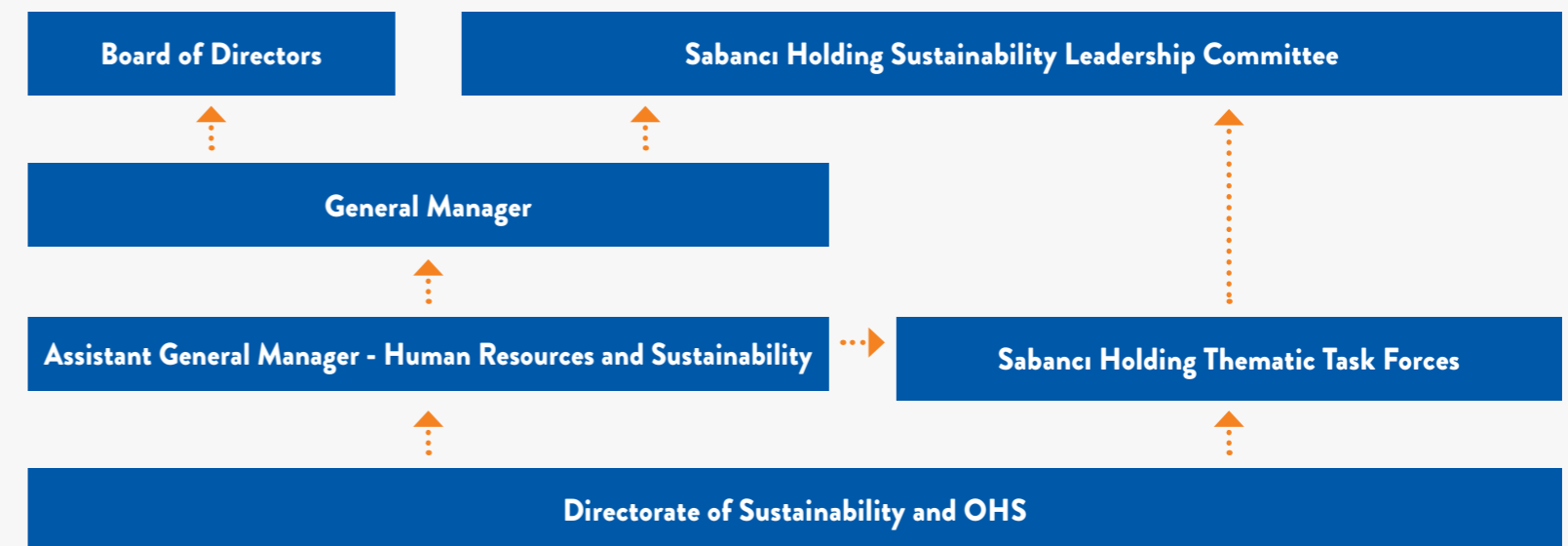
**The Sustainability Leadership Committee**, coordinated by the Holding's Sustainability Directorate/Department, monitors the progress

in the goals and actions of the group's sustainability roadmap, and carries out activities to manage risks that may adversely affect Sabancı Holding's reputation and operations in the field of sustainability. The Committee held 3 meetings in 2021 to monitor international developments, public regulations, and trends about sustainability. Furthermore, this Committee makes recommendations to the Thematic Task Forces, if required.

The **"Thematic Task Forces"**, consisting of the sustainability coordinators and representatives of the Group Companies and serving as a support function in the focus areas of the Sustainability Roadmap within the structure of the Sustainability Leadership

Committee, meets at certain intervals throughout the year. The Group Companies exchange information about the developments at hand and the current statuses of the predefined goals during these meetings. As Teknosa, we attended **2 Climate Emergency, 5 Sustainable Business Model** and **4 Human & Society Task Force Meetings** in 2021.

**We will always maintain our activities in the upcoming year for the identification of our sustainability strategy and preparation of action plans accordingly..**



# OUR ORGANIZATIONAL STRUCTURE

3 minutes

As Teknosa, we have been focusing on the expectations and needs of our stakeholders since our foundation. In parallel with this focus, we continuously grow and create value. We achieve our continuous development thanks to our capability to adapt the technological innovations to our operations rapidly and our sincere, courageous and passionate management open to change. We enhance our competencies further year by year by monitoring the best practices in the world. We transparently share the

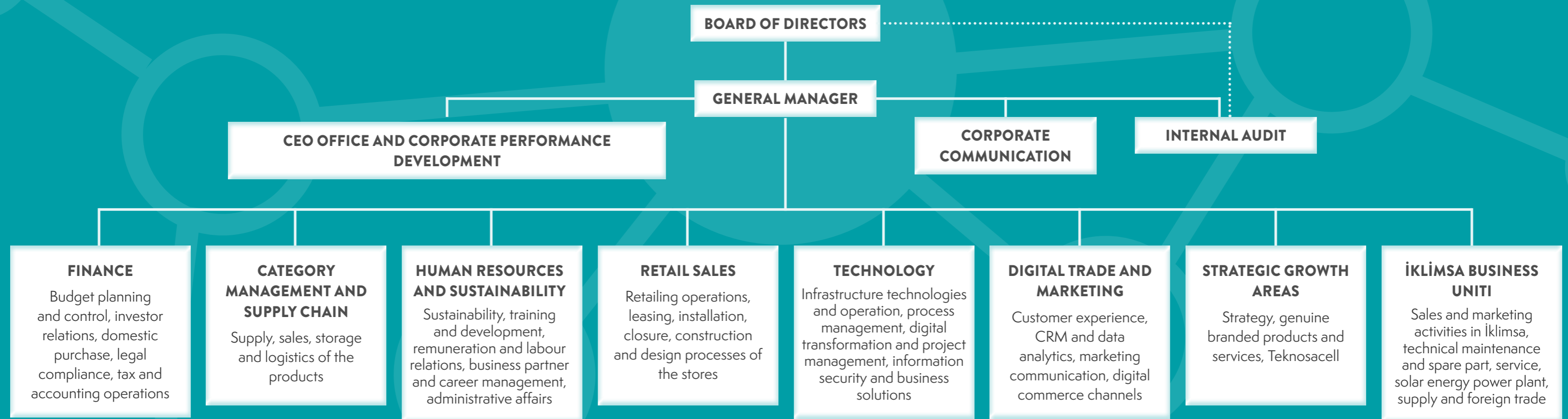
competencies of our specialist executives in our Sustainability Report.

You can access to the competency matrix of our Board of Directors and Top Management through the section of ["Our Corporate Governance"](#).

The executive staff of our Company consists of the **Board of Directors**, the **General Manager** under the supervision of the Board of Directors

and the **Assistant General Managers** supervised by the General Manager. Additionally, the **CEO Office and Corporate Performance Development Department**, one of the units directly supervised by our General Manager besides the departments supervised by the Assistant General managers, undertake the follow-up and coordination of the main strategic initiatives required for the continuity of the intended organizational transformation process whereas the **Corporate Communications**

**Department** assumes corporate communication activities, various reporting and press works to protect and enhance the reputation of the organization. The **Internal Audit Department** has a similar position but also undertakes the audits conducted in the stores within the frame of the Internal Regulation of the Audit Committee, process audits for In-Store Sales/Operation and Headquarters departments and the investigations/inquiries conducted in the Stores and Headquarters departments.



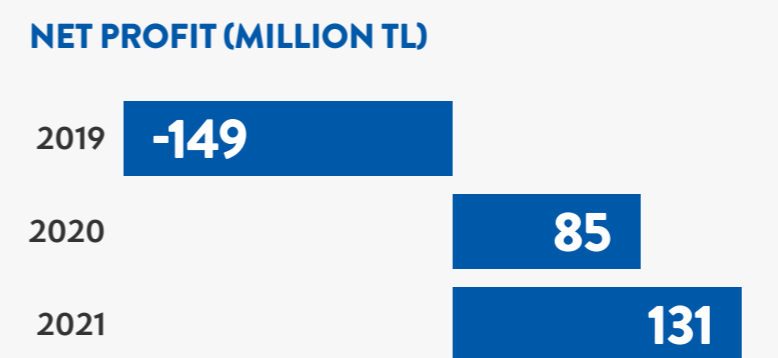
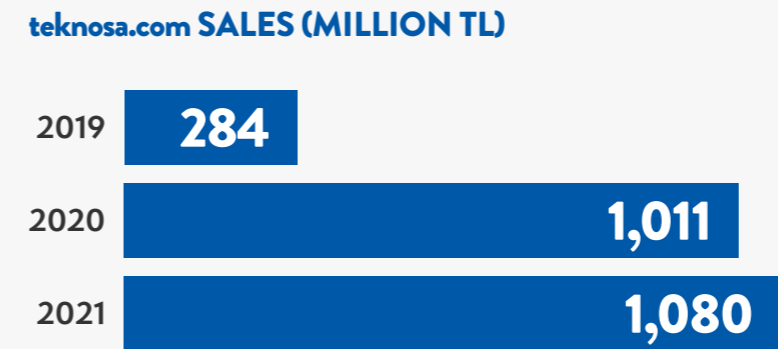
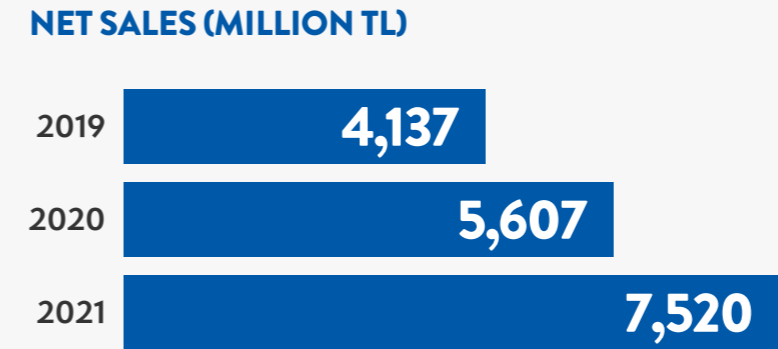
# OUR STRONG FINANCIAL PERFORMANCE

(GRI 102-5; 102-7; 103-1; 103-2; 103-3; 201-1; 201-4; 207-1; 207-2; 207-3)

5 minutes

We focus on sustainable growth through our digitalization and customer-oriented transformation activities and pioneering initiatives in our technology retailing industry operations. We protect our ecosystem through our strong financial structure and our practices and consider the strengthening of our financial performance

as one of our priority issues. We maintained our growth also in 2021 while creating value for all our stakeholders by effectively managing the global risks as much as possible thanks to our reliable brand image, extensive sales network, strong channel experience, inclusive ecosystem collaborations and competent labour force.



IN 2021;

- 34% GROWTH AT THE MARKET**
- 7.5 BILLION TURNOVER**
- 131.5 MILLION NET PROFIT**

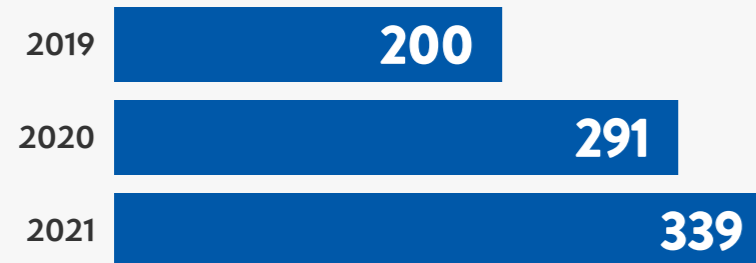
We continue our comprehensive transformation in many areas from store and sales force efficiency to category management and from supply chain to expenditure efficiency by expanding our impact area within the scope of the “Transformation Program for the Teknosa of New Generation” that has been launched with the goal enabling Teknosa to create value for all our stakeholders, have a strong financial structure and be confident about the future.



## Total number of stores



## Number of İklimsa authorized sellers



## Number of İklimsa air-conditioning services



## Number of İklimsa white goods services



The exchange rate fluctuations and the inflationist atmosphere brought along some risks and processes that were difficult to manage in 2021, a year dominated by the negative impacts of the COVID-19 pandemic on the global economy. Despite of these challenging conditions, we made **TL 70 million** investment by launching pioneering initiatives in 2021 which would take our current performance to the highest level and add value to our business in the future. We aim at increasing our infrastructural, systematic, and strategic investments in terms of customer-oriented transformation and digitalization also in the upcoming years in the light of our vision of “Teknosa of New Generation”.

With the awareness of our responsibility to protect the natural and physical resources, we handle the growth with an integrated approach for the purpose of creating sustainable value rather than a pure financial growth. We carry on our efforts to make our activities more sustainable, enhance our current environmental performance and keep up with the requirements of the future through our responsible investments.

**We saved TL 3.3 million as a result of our efforts focusing on responsible expenditure and investment.\***

\* The amount of our saving in 2021 is TL 3,295,367.

We monitor our tax liabilities both in compliance with the applicable tax legislations and practices in our country and by protecting our values sensitively. Within this scope, we fulfil our legal obligations by means of actively managing and controlling our responsibilities.

As Teknosa, we closely follow the legal regulations for the purpose of fully complying with the **Tax Legislation** in our operations. We assessed the potential impacts of the revisions made in the **Capital Markets Law, Turkish Commercial Code** and **Tax Legislation** on our activities in a detailed manner in 2021. Besides, we submit any necessary information and documents as soon as possible by making an open, constructive, and transparent contact with tax authorities. We keep all our documents concerning our liabilities accessible during statutory periods. You can access the detailed information about our environmental investments and expenditures as well as our generated and created economic value in the **“Performance Tables”** section of our report.

You can get detailed information about our financial performance from our **Annual Report for 2021**.



Our environmental investments reached approximately

**TL 12 MILLION**  
in 2021



# OUR ETHICAL CODES OF CONDUCT

(GRI 102-16; 103-1; 103-2; 103-3; 205-1; 205-2; 205-3; 206-1; 417-1; 417-2; 417-3; 419-1)

⏪ 11 minutes

## COMPLIANCE WITH THE ETHICAL PRINCIPLES

As Teknosa, we fulfil our responsibilities towards all our stakeholders, towards notably our employees, in accordance with the codes of conduct we adopt. Within this framework, **honesty and integrity** are among **our most essential principles**. We follow the [Sabancı Holding Code of Business Ethics \(SA-ETHICS\)](#) that is in place across the Sabancı Group and the **Conduct and Management Principles of Sabancı** and the [Ethics Directive of Teknosa \(TSA-Ethics\)](#) as guidelines covering all our employees during the implementation of our ethical business conducts in our operations.

Our code of business ethics includes compliance with the corporate policies, working principles and legal obligations, particularly any interests, gifts and tips concerning all our employees, unlawful behaviors, inappropriate use of confidential data, prejudice and discrimination, any behaviors which can be accepted as sexual harassment and relevant disciplinary provisions to be applied and use of alcohol and drugs.

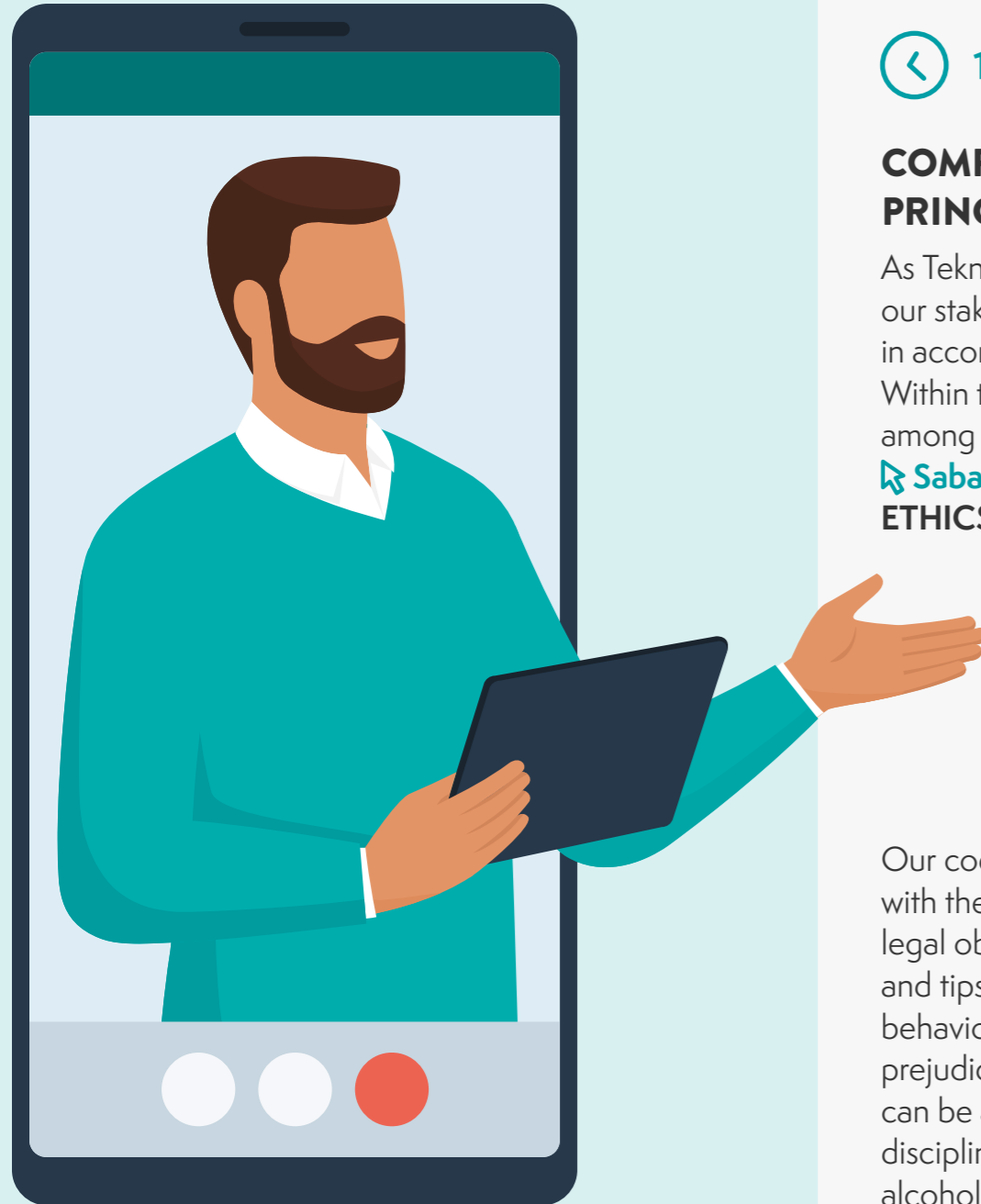
The Ethics Directive of Teknosa is regularly revised at least once a year and updated, if necessary, by our Human Resources department. SA-ETHICS, on the other hand, is reviewed and updated by the Human Resources and Sustainability Group throughout the year and announced to the Holding and Group Companies following the approval of the CEO and Chairman of the Board of Directors of the Holding.

The Internal Audit Department is responsible for investigating and resolving any issues related to the breach of our ethical principles in Teknosa. In Teknosa, all our stakeholders can refer to the Ethical Principles Adviser of Teknosa for any issues which are considered to be related to ethics. Our employees are also entitled to communicate any issues related to the breach of ethical principles to the **Internal Audit Manager** through the **SA-Ethics** and **TSA-Ethics** lines by e-mail, telephone and fax in a confidential manner. Investigations/ inquiries into all reported complaints are undertaken by the Internal Audit Department and any actions to be taken because of these inquiries are under the responsibility of the related department managers in charge of such issues.

We inform the Sabancı Holding Ethics Board in certain periods about all ethical breaches reported to the Internal Audit Department. If the subject matter of any ethical breach is related to a manager or a superior executive, the processes are managed by notifying and based on instructions of the Ethics Board of Sabancı Holding. Accordingly, the breaches are resolved by taking any necessary measures. In 2021, we did not receive any breach reports from our employees concerning an ethical principle in Teknosa.

All our stakeholders can report to us any breaches of the codes of conduct they encounter and any problems they might have via the e-mail address of [etik@teknosa.com](mailto:etik@teknosa.com) and telephone number of **0(216) 468 36 36**

The Human Resources unit of the Holding and Teknosa is responsible for providing information about our codes of conduct, following up the implementation of the codes and providing the



respective trainings at least once a year. We expect our recently hired employees to comply with the codes of business ethics in the directive by undersigning the **Teknosa Ethics Directive** attached to their employment agreements. Within this scope, we provided trainings to our employees about the codes of conduct regarding anti-bribery and anti-corruption in 2021.

We have an effective internal control and internal audit mechanism in Teknosa. Directly reporting to the Board of Directors, the **Audit Committee** is responsible for supervising the accounting system of our Company, financial reporting, public disclosure of financial data and the functioning and efficiency of the independent audit and internal control system. The Audit Committee held total 4 meetings in 2021, and the agenda items of these meetings included the review of the independent audit report and assessment of the auditing activities of the **Internal Audit Department**.

We conduct audits in the Headquarters and in our stores under the supervision of the Internal Audit Department. We ensure the completion of the process audits in the departments of Store Sales, Operation and Headquarter respectively by the **Assistant Store Audit & Investigation Manager/ Inquiry** and **Assistant Process Audit Manager**.

We carry out our audits for the sales and operation processes of the stores by way of auditing each store **at least once a year** within the frame of training and awareness, service,

security, cashier's desk, printed document, document and stock sections identified for that year within the scope of our Store Audit Report which is updated in accordance with the annual discussions with the departments. We perform 2 or more visits, if required, to the stores scoring below 7,50 out of 10 because of the store audits for the purpose of identifying the areas of improvement within the frame of the annual plan.

Following our store audits, we suggest actions to the responsible Store Manager through the Internal Audit Department with respect to the areas of improvement we identify via the Integrated Management System and complete our process with the action plans uploaded to the system in this regard. The prevention plans concerning the identified issues are submitted to our Top Management by the Internal Audit Department and then we inform the persons in charge. The information about **stores, audit results of the Headquarters and investigation and inquiry activities** are shared by the **Internal Audit Department** in the **Audit Committee Meeting** held **4 times a year**.

## ANTI-CORRUPTION

As Teknosa, we regularly assess our risks of anti-bribery and anti-corruption for all our workplaces within the scope of compliance with the applicable laws and regulations, and never tolerate any bribery or corruption in the Company by adopting the attitude of the Holding towards anti-bribery and anti-corruption. We set forth our

related duties and responsibilities in detail in our. [🔗 Anti-Bribery and Anti-Corruption Policy](#) We share the updated versions of the respective policies, procedures and instructions with all our employees through the Integrated Management System which is easily accessible all the time.

We define our main risks of corruption as **financial loss, abuse, employee and customer dissatisfaction, loss of reputation and prestige, breach of information security, breach of compliance with the KVKK, acts contrary to the applicable legislation and penal sanctions**. Within this scope, we actively carry out investigations and inquiries in the organization

under the title of fighting against corruption. We create scenarios and perform systematic controls through our Data Analytics studies in such a manner that these will cover the business processes in our stores and the departments in the Headquarters. Within this framework, we generate periodical reports for our **125 scenarios**.

As a result of 12 investigations conducted in 2021, the sales and purchase transactions against the procedures and policies were identified. Subsequently, the employment agreements of 17 employees were terminated, written notices were given to 25 officers and 1 employee resigned voluntarily.





## RESPONSIBLE MARKETING

We take the applicable legal regulations in connection with marketing and labelling into consideration when we release our products to the market. Within this scope, we ensure the compliance of our labelling processes with the legislation by showing the place of production, distinctive characteristics, unit price and sales price of our products including all taxes, as required by the “**Price Tag Regulation**”. Additionally, we pay attention to carrying out our advertisement activities in accordance with the applicable directives and regulations.

In 2021, 2 noncompliant practices were identified in our company with respect to product and service details and labelling, and an administrative fine was charged. No incident was identified which resulted in the service of a notice and intentional noncompliance with the rules. 6 noncompliant practices were also discovered within the scope of compliance with the applicable directives concerning advertisement, promotion and such other marketing communication, the relevant advertisement was discontinued for 4 of these practices and an administrative fine\* was charged for 6 of them. There is no incident resulting in the service of a notice.

\* Total TL 467,124 fine was charged due to noncompliance with the Law No. 6563 on the Regulation of E-Commerce and the provisions of the Directive on Commercial Communication and Commercial Electronic Messages published in the Official Gazette numbered 29417.

\*\* The investigation commenced against Teknosa is related to a claim suggesting that our company has an agreement / concerted action with some enterprises involving in retail sales of computers and console games and that our company identified the resale price at its final sales points for the purpose of increasing the game prices. As a result of the investigation, total TL 18.025.556,40 administrative fine was charged to the supplier and Teknosa by the Authority. Claiming the fine was timely paid without taking any legal action, 3/4 of this amount was paid which corresponded to TL 13,519,167.30.

We **stand up against unfair competition** in our company and **prevent any anti-competitive behaviors** in our business relations. Within this scope, the number of our employees participating in the trainings provided for identifying and preventing any conducts violating competition in advance increased by **144%** in 2021 in comparison with 2020.

### Total 788 employees received training in 2021 under the E-training program on Compliance with the Rules of Competition.

An inquiry was commenced because of a breach in our relationship with one of our business partners within the scope of some anti-competitive behaviors in 2015. Following the review of the issue by the Competition Authority, the respective firm and Teknosa were subjected to a fine and an action was filed for the nullity of judgement.\*\* We pay attention to establish strong and transparent relationships with our stakeholders within the scope of our activities in parallel with our responsible marketing understanding, and we avoid of any anti-competitive relationships with our competitors since such conducts are unlawful and unethical.



# WORTH OUR EMPLOYEES

OUR EMPLOYEE-ORIENTED APPROACH  
EQUALITY, DIVERSITY AND INCLUSIVITY  
PERFORMANCE AND TALENT MANAGEMENT  
HEALTH AND SAFETY OF OUR EMPLOYEES



# OUR EMPLOYEE-ORIENTED APPROACH

(GRI 103-1; 103-2; 103-3; 401-2; 401-3; 402-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8; 403-9; 403-10; 408-1)

8 minutes

We know the continuity of our leading position in the industry and our achievements can be assured with customer satisfaction and engagement, and we carry on our value creation journey with our **2,301 employees** involved in all our operations.

We secure the rights of our employees, we pay attention to them through all phases of our processes and always maintain our efforts to keep their satisfaction and engagement at the highest level based on our **Human Resources Policy** that we have developed jointly with the **“Sabanci Group Human Resources”** under the vision of **“Sabanci of New Generation”** for the purpose of enhancing the development and satisfaction of our employees since they are the most important assets of our strategy and corporate culture.

**524 employees joined Teknosa family in 2021. We keep growing and developing with our strong human resources!**

We aim at creating **ethical, safe, peaceful, and healthy** atmosphere where **the opinions of our employees who are one of our key stakeholders are respected, balance between the professional and personal life is established and is**. We pay attention to the suggestions and expectations of

our employees through our organizational climate efforts and make their engagement with our Company sustainable.

Within this scope, we carry out employee engagement and satisfaction surveys through independent firms. Supported by the independent organizations, we regularly measure our employees’ perception about our organizational structure and leadership styles of the management team since these styles have the greatest impact on our structure. By conducting risk analyses based on the obtained results, we take actions and create opportunities jointly with our Human Resources and management teams.

In order to reduce the workload of our employees a little and to support them to work efficiently, we have a **“No-Meeting Hour”** between 13.00 to 14.00 on Monday to Thursday and after 13.00 on Fridays. Additionally, our employees can work remotely under the **“Hybrid Working Model”** that entered our lives as a result of the COVID-19 pandemic.

**We recognize our responsibilities towards our employees and their families in terms of improving the quality of life in the society we live in, and we listen to their needs by establishing strong communications.**



With our **“Teknosa Support Team”** project, we make sure that our Headquarters team visits the stores and provides sales and operational support during the busy weekends and facilitate the monitoring of customer expectations and needs for strengthening the communication between the Headquarters and our Stores and familiarization of our Headquarters officers with our store practices even further.



With the use of the **Recognition & Appreciation and Total Reward Management**, we regularly conduct market and benchmarking analyses and offer fair, objective, rewarding, motivating and competitive remuneration and recognition & rewarding practices that support high performance, focus on the contribution of employees to the business results as well as their authorizations.



We pay attention to the needs of our employees in terms of motivation, health, and personal development. Within this scope, we launched the **Studio Live** platform in 2020 in order to help our employees to improve themselves through face to face and live trainings on mindfulness, meditation, yoga, fitness, diet, psychology, personal development and coaching, beauty and personal care, parenting and children. 275 employees benefited from this platform in 2021.

In addition to these, the employees can complete their work at any hours they wish outside the predetermined common working hours thanks to the **“Flexible Working Hours”** practice. With these working models, we also provide internet and electricity support for assuring a more comfortable working environment at home.

At the same time, we support our employees with vested benefits in consideration of their needs and roles. We secure the health and welfare of our employees through health insurance, life insurance, individual pension system with employer contribution and similar vested benefits.\*

\* The retirement and disability insurance is included in the scope of life insurance.

### Maternity Benefit

As a result of the opportunities offered to mother and expectant mother employees, they have legally 6 months of maternity leaves and our male employees can have 5 days of paternity leave after their wives give birth. ✓ In 2021, 30 employees took a maternity leave, and 95 employees took the paternity leave.

We share our employees' excitement and offer material and spiritual assistance. Within this scope, we paid maternity allowance in the amount of TL 24,200 to our 120 employees in 2021. Besides, we congratulate our employees who give birth or whose wife gives a birth with our birth package containing items used frequently.

### Marriage Benefit

We share our newly wed employees' excitement with the marriage benefits available to all employees. We provided about TL 18,000 support to our 72 employees in 2021 within the scope of the marriage benefit.

### Kindergarten Benefit

We offer a kindergarten benefit for the children of our female employees in the Headquarters and in Gebze Logistics Center. We provided total TL 47,050 kindergarten benefit to our 17 employees in 2021.

### Ergonomics Support

We provide ergonomics support to our new hires in the Headquarters so that they can have a comfortable working environment while working remotely under our hybrid working system. We allow our existing employees to benefit from this support once every 2 years as well. Within this scope, we provided TL 185,200 support to our 191 employees in 2021 to meet their needs such as a desk, chair, headsets etc.

### Education Scholarship and Support

Within the scope of this social support, we give non-refundable education scholarship to the children of our employees until they graduate from high school after the death of their spouses. Additionally, we provide non-refundable education support for one year to the children of our selected employees who make an application due to their financial needs and meet the criteria. In 2021, we made a total contribution of TL 36,000 by awarding a scholarship to our 3 employees and providing an education support to our 13 employees.



### Teknosa Mother Mentors

**The working mothers in our company are not missing out on their motherhood or career thanks to the Teknosa Mother Mentors project!**

We support our female employees during their career with the "Teknosa Mother Mentors" project and allow them to communicate their experiences to each other. With our Teknosa Mother Mentors (TAM) program, voluntary mother employees from Teknosa mentor new mothers or expectant mothers from Teknosa and point out the way to manage their business lives and motherhoods together. Our 23 employees joined the project which started in 2019 and performed over 37 hours of interviews in 58 different sessions in 2021.

You can access the details of our awards within the scope of our Teknosa Mother Mentors project through the ["Highlights and Awards"](#) section of our report..

**TAM** TEKNOSALI ANNE MENTÖRLER



### TeknoBox

With the TeknoBox Platform, which is our recommendation system, we listen to the recommendations of our employees and enhance their involvement in the decisions to be taken in the categories of digitalization, lean process management, innovation, employee engagement, customer experience, occupational health and safety and sustainability. We individually reward the employees whose recommendations are accepted.



### Tekno Bulletin

We announce our achievements and projects to our employees via e-mail 2 times a month through the Tekno Bulletin platform which is one of the applications we launched with the objective of taking our communication with our employees to a higher level.

**TEKNOBÜLTEN**

# EQUALITY, DIVERSITY AND INCLUSIVITY

(GRI 202-1; 203-1; 203-2; 103-1; 103-2; 103-3; 405-1; 405-2; 406-1)

7 minutes

We carry out our business activities with an awareness of the importance of **equality, diversity and inclusivity** concepts for **making contribution to socioeconomic development and making progress**. Our equality at work criteria is at the heart of our human resources policies in parallel with the vision of the Sabanci Group, our umbrella organization, focusing on having a leading role in diversity and equality of opportunity and gender in our country.

In Teknosa, **we do not allow any type of discrimination** between our employees in terms of language, nationality, colour, gender, political view, belief, religion, sect, age, physical disability or in terms of any group identity. We manage our employment and promotion processes without any discrimination in line with our **Human Resources Policy**. We consider equality and diversity as our prioritized criteria also in the formation of our management team. We believe that different ideas and perspectives will always increase the performance of our Company.

We offer an employee experience which supports our management and implementations, allows our employees to realize their potential as well as being fair and promoting equal conditions and diversity. We carry out all our operations resulting from our business relations in compliance with

the applicable legislation, regularly follow the legislation in force and ensure that our employees benefit from the opportunities and incentives at the highest level.

We inform our employees in an updated manner about our working culture which supports equality and diversity based on our **Ethical Principles Policy** ve **Human Resources Policy**. We put the principle of equality of opportunity into practice in our Company by launching our management practices and applications determined to ensure effective participation of women, the youth and disabled in business life. In 2021, no discrimination case occurred in Teknosa.

We endeavor to create an **inspiring and encouraging environment** for our disabled employees so that they can have the chance to **reveal their potentials** with the aim of equality for everyone. We provide suitable physical opportunities for our disabled employees to minimize any negative situations they might face in the course of their daily activities, review these opportunities at regular intervals and make sure that any necessary improvements are made. We employed total 48 disabled persons in 2021 as required by the applicable law.

We provided total 758 hours of training to our employees on equality, diversity, and inclusivity in 2021.



As Teknosa, we develop many projects in line with our objective to achieve social gender quality. We offer a working environment that **allows women to advance in their careers, improve and expand their experiences**. We support women by offering the facilities and opportunities they deserve in order to prevent any inequalities towards women in the business world and any problems that might be faced in this process. Within this scope, we do not make any gender-based discrimination in terms of remuneration of our employees in the Stores, Logistics Center and Headquarters, and we increase the wages depending on the different periods of service and skills.

Furthermore, we pay attention to raise female leaders in our Company. In this context, we keep our efforts and organize trainings for bringing female employees in our Company, supporting their career journey and increasing the rate of female employees in administrative level positions. With these trainings, we hope to ensure that all our employees can embrace the concept of social gender equality.




## The rate of female employees in the Headquarters reached

✔ 37% whereas the rate of female employees in administrative level reached ✔ 40%.

We believe that active involvement of women and men in the struggle for **social gender equality** is highly important. Within this scope, we are among the corporate members of the **Yanındayız Association** which aims at ensuring active involvement of all individuals in this equality struggle and the **Lead Network** which supports the female leaders taking charge in retail and consumer products industry, and which has embraced the mission of increasing the number of female executives and contributing to their professional development.

As Teknosa, we are against all kinds of violence towards women. Within this scope, we participate in the **“Business Against Domestic Violence (BADV)”** project designed by the **Sabancı University Corporate Governance Forum**, an important stakeholder of Sabancı Holding, to make violence towards women more visible by building support mechanisms at workplaces against domestic violence.



To combat domestic violence, TEKNOVA as a member of the #BusinessAgainstDomesticViolenceNetwork, collected old phones made them reusable and distributed them to women in need.

We are committed to 7 principles for developing some policies to promote social gender equality in our Company since we are one of the signatories of the **Women’s Empowerment Principles (WEPs)** designated with the partnership of the **UN Entity for Gender Equality and the Empowerment of Women (UN Women)** and the **UN Global Compact** in 2018. In this way, we became the first Turkish technology retailing company that undersigned the WEPs.

## For a more equal and stronger future, gender equality is among our material issues at Teknosa.

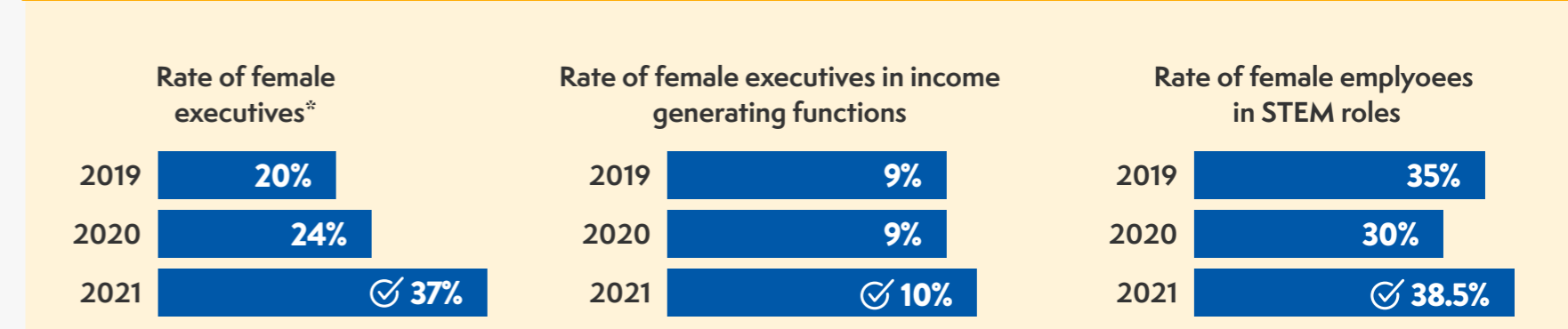
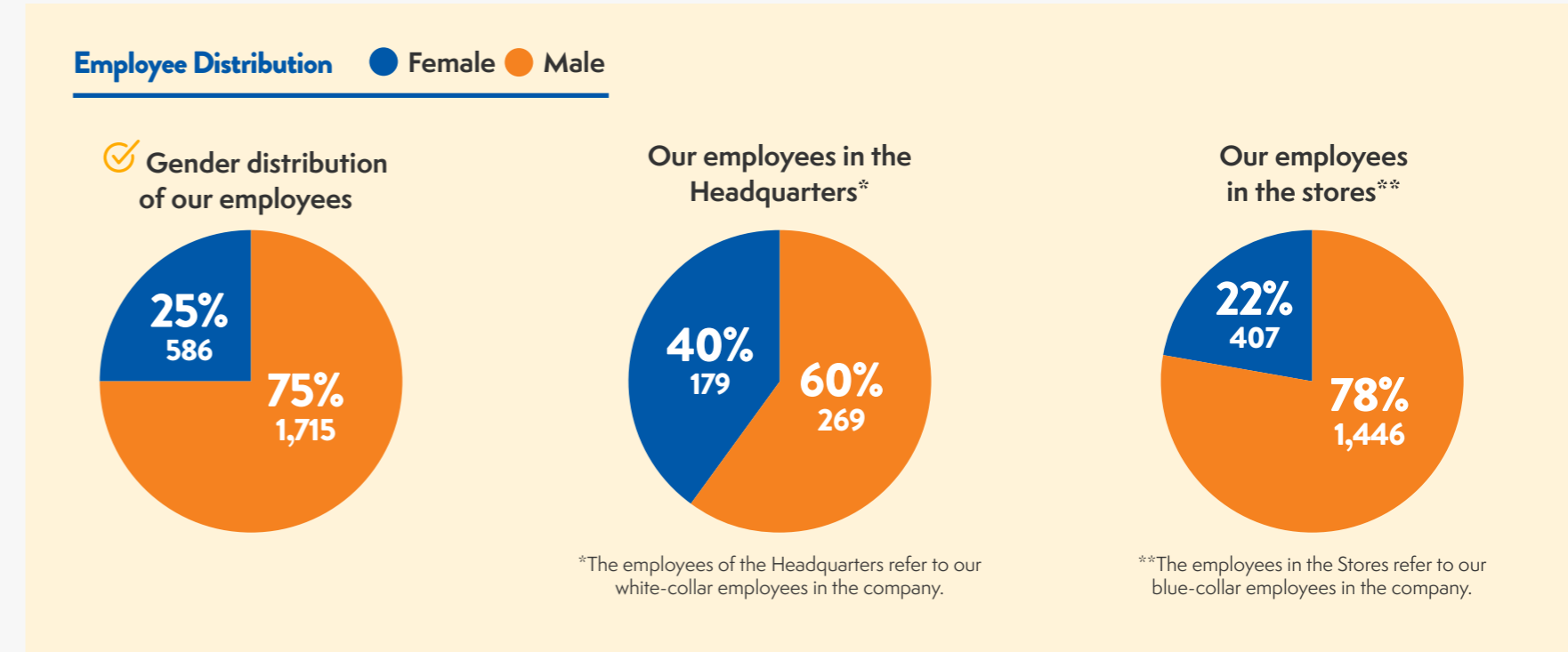
We maintain various projects to enhance the competencies of women in the society and ensure their active participation in business life and social life based on our approach to achieve gender equality in the society. We do not leave women behind in the digital age by providing technology trainings to them under the **“Technology for Women”** project and contribute their journey of becoming digitally literate individuals who can actively use technology.

We reinforce our stance against violence through the **“Technology for Women, Solidarity for All”** social solidarity movement under the collaboration of the **Sabancı Foundation** and the **Federation of Women Associations of Türkiye (TKDF)**. With this project, we aim at being the voice of women exposed to violence and we hand out the donated smart phones to the women in need so that we might call for help if they are subjected to violence.

You can get detailed information about our projects on social gender equality from **“Our Social Contributions”** section of our report.



We received the bronze award in the category of **“Women Supporting Women in Business Life”** from the Stevie Awards Women in Progress program.



You can access the details of the number of our employees through the **“Performance Tables”** section.

# PERFORMANCE AND TALENT MANAGEMENT

(GRI 103-1; 103-2; 103-3; 404-1; 404-1; 404-2; 404-3)

11 minutes

We continuously improve our performance and talent management system and practices for monitoring the achievements of our employees, their behaviors according to the corporate culture and values as well as their high performances, and for bringing experienced specialists of the industry to our organization.

Within the scope of our **Human Resources Policy**, we provide the opportunity of self-realization to our employees in all areas they need to improve; create a performance and diversity oriented and fair working environment and support their professional, technical and personal skills with all our resources through our **Teknosa Academy** training platform and **development programs**. We are committed to improving and ensuring continuity of some systems which will allow professional advancement of our employees, make them successful, enable the assessment of their performance and enhance their satisfaction.

In addition to the **Competencies Sustaining Value** and **Competencies Creating Leadership**, which are the common competencies of the Sabancı Group, the **“Competencies Improving Performance”** are the ones which carry the performance of our employees further based

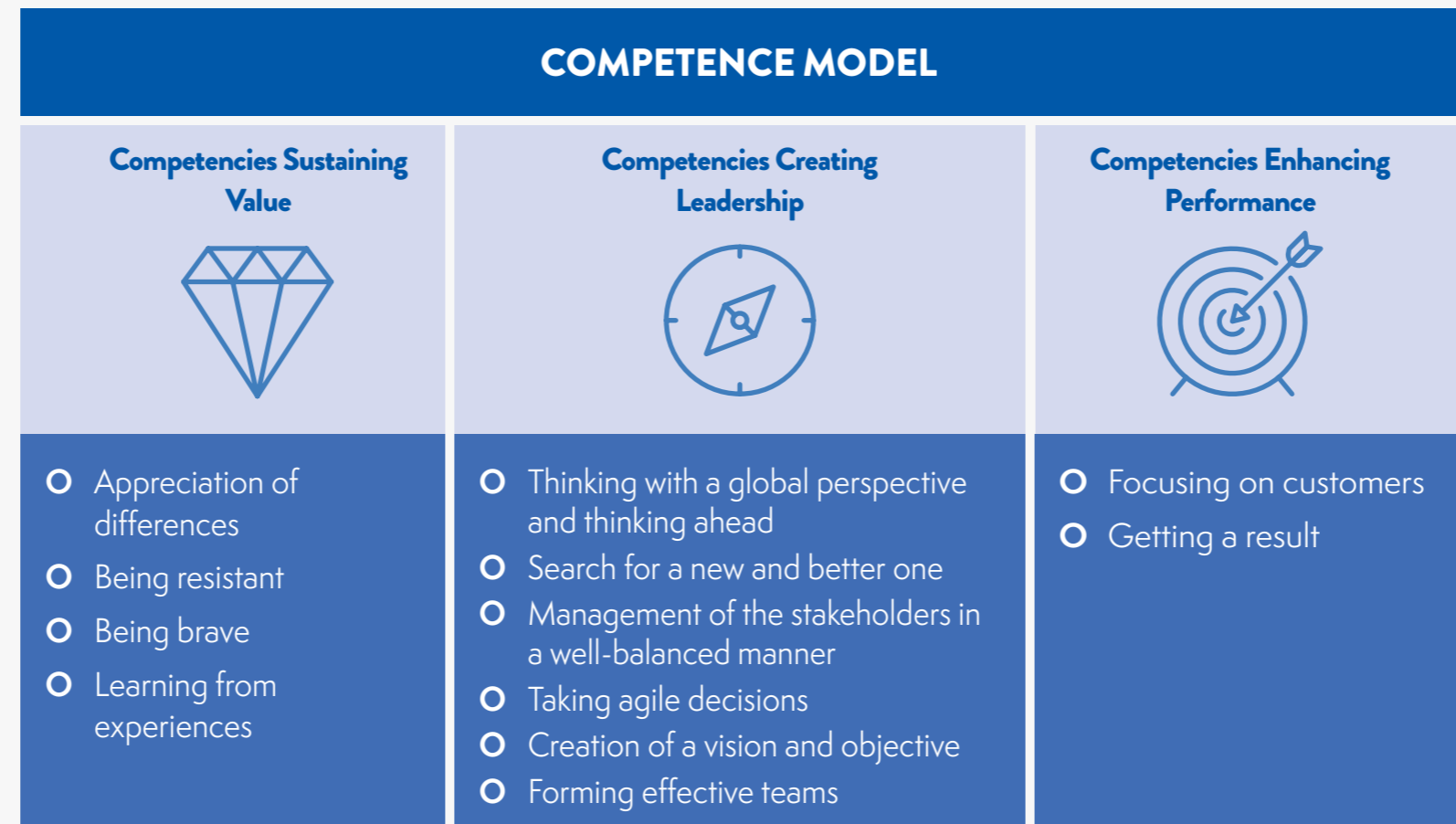
on the needs and dynamism of the industry in parallel with the strategies of our Company. With our Performance Management approach based on comprehensive assessment of competencies and business goals, we focus on the development of our organization and its employees, identifying their areas of improvement and evaluate their training needs.

Since the day of our establishment, we have always been one of our most important stakeholders in order to take our achievements in the sector one step further. We are working to bring talent to the sector by focusing on the development and satisfaction of our employees and to become a company preferred by the highly qualified talents of the sector.

We act in consideration of the outputs of the Performance Management System in terms of remuneration management, talent management and career planning. Within this scope, we help our employees to identify their individual business goals and areas of improvement for their competencies throughout the year and allow them to get feedbacks through one-to-one interviews with their supervisors at the end of the year.

## We have subjected all our employees to a performance evaluation system in 2021.

In Teknosa, we provide the opportunity of changing jobs between departments and from roles in the Stores to other roles in the Headquarters for our employees and promote them based on their annual performances. Besides, we develop redundancy and career plans by assessing our employees for all management and critical positions on a yearly basis in our **Organizational Success Plan** process launched in integration with the Human Resources department of the Sabancı Group.



We include qualified labour force investments in our investment portfolio aimed at achieving our objectives. We design our working models, methods, and processes within this framework. We manage our recruitment processes by assessing external talents as well as the internal candidates who can adapt themselves to the values of Sabancı Holding and to the corporate culture and strategy and have knowledge and competencies required the position within the scope of our [Human Resources Policy](#). Thanks to our internal application system, we prioritize our in-house talents when assessing qualification of talents based on requirements of the respective position, in case of a vacancy. We filled the vacancies in 10 positions through our internal resources in 2021.

We conduct a Recruitment Assessment Survey once a year to improve our recruitment processes. The score of our assessment survey conducted within this scope at the end of 2021 was 4.37 which is very close to the targeted score of 4.5.

Additionally, we strictly stand against forced labour and child labour while trying to maintain well-balanced performance and talent management in our working environment. No investigation or inquiry was commenced in this respect in 2021.

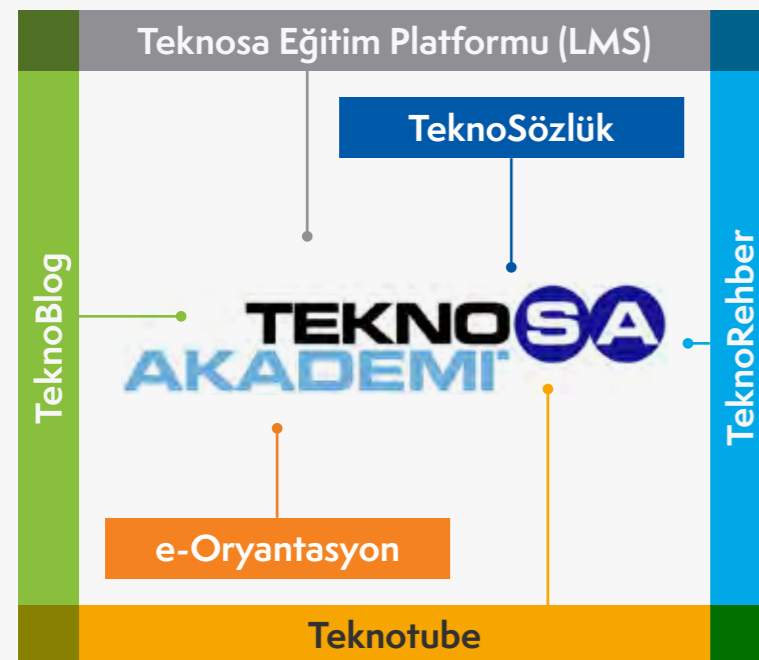


Our Human Resources specialists actively use our Teknosa Career pages on LinkedIn, Facebook, and Instagram for representing and improving our image through social media in the best way and bringing the talents of the industry in our Company. Our specialists also share our best practices, vacant positions, announcements, and news in our career pages.

## TEKNOSA ACADEMY

We care about creating value both for our Company and our employees when we prepare our training and development platforms. Moreover, we pay attention to its relationship with the strategic goals of the Group and our Company. Within this scope, we create training and development opportunities for our employees through ☆ **"Teknosa Academy"** in accordance with our principles of **equal opportunities in training** and **continuity of training and development** for allowing our employees to achieve their career goals and supporting their self-realization by identifying their training and development needs.

**In 2005, we founded ☆ Teknosa Academy, the first academy of the Turkish technology retailing industry!**



We constantly improve Teknosa Academy that is based on the **blended learning model** in terms of its technological infrastructure and user experience in consideration of the variability of user habits and the ways to access information. By doing so, we ensure the continuity of the training and development across the Company. We offer a digital learning and development experience to our employees through our **6 basic channels** combined under the roof of **teknosaakademi.com** platform where e-training, e-exam and surveys are provided besides in-class trainings.

With Teknosa Academy, we have been providing the opportunity of an average of 20 hours of in-class or online training to our employees on an annual basis since 2018 as we believe every employee has the right to get training under equal circumstances. We provided total 840 hours of training in 2021 on **"Ethical Principles", "Anti-Bribery and Anti-Corruption", "Equality, Equality of Opportunities and Inclusivity"** and **"Sustainability and Environment"**. In addition to the trainings on ethics, anti-corruption, equality etc., we contributed to the creation of a conscious and constantly developing working environment with total 37,710 training hours in 2021 through operational trainings and OHS trainings. Besides the training opportunities we create with Teknosa Academy, we keep contributing to the development of our employees with 12 product videos, 10 development videos, 10 blog entries and 2 digital books per month. Within this scope, our employees read digital books and blog entries for more than 2,750 hours in 2021 through Teknosa Academy.



### Some of the opportunities and assistances provided with our employees within this scope are as follows:

- PowerPoint and Excel training to improve Microsoft Office skills
- Agile Consultancy and Training for the improvement of operational processes
- PMP and SQL training for improvement in the field of business development
- Social Behaviour Styles training for strengthening the communication of all employees
- Presentation Design and Data Visualization training for suitable positions
- User Experience training for our e-commerce employees
- Participating in seminars, discussions, and summits so that all our employees can gain experience on social platforms

\*E-training and in-class training hours for the employees in the Headquarters and in the Stores are included.

## OUR TALENT AND DEVELOPMENT PROGRAMS FOR THE EMPLOYEES



With the **X-Teams Program**, we form mixed teams with the employees of the Group Companies under the leadership of the Executive Board of Sabancı Holding and with the sponsorship of the Top Management. Our employees who participate in the projects have a better understanding of the future strategy of the Sabancı Group and gain knowledge and skills about **agile working models** and become entitled to get an agile project management certificate.

With the **X-Lab Program**, new competencies are offered in the light of the cultural transformation for Sabancı of New Generation by providing the newest data and methods required for innovation, actual business problems and design-based applications to our employees.

**You can access to detailed information about X-Teams and X-Lab Development Programs of Sabancı Holding by clicking [here](#).**

With our **Postgraduate Support program**, we support employees of a certain age and seniority if they are employed as a specialist and for superior roles bearing in mind the needs of our Company. In line with our strategy and needs, we provide 50% financial support to our employees who meet the criteria of the program and apply to a postgraduate program.

With our **Business Coaching Advantage** program, we ensure that our managers turn into effective leaders by showing the difference between the coaching mentality and perspective and traditional management perspective and the benefits of the former for revealing the difference between the coaching mentality & perspective and traditional management perspective and its benefits for our managers.

With our **Candidate Training Orientation Program**, we target to inform our new hires in our stores about scope of their duties, the business processes in the stores and the profession of sales under the guidance of store managers monthly, and we care about improving their professional, technical and personal skills by increasing their responsibilities depending on the performance of employees.

With our **Management Trainee Programs**, we train Store Managers by providing trainings in a wide range of topics for potential store managers.

With our **Store Manager Development Program**, we allow our store managers to improve themselves in terms of "situational leadership, time management, delegation, motivation, improvement of others, team communication, coach-like management, provision of feedback" etc.

With our **All Star and Competent Manager Program**, we provide specific trainings which are designed for administrative level roles in a modular form and support the training with simulation works.

With our **English Training Program**, we contribute to the professional, technical and personal development of our employees. After determining the proficiency levels of our employees who apply for the foreign language training aimed at expanding the scope of our works further every passing year, we provide an English training to our employees for total 40 hours, 4 hours a week.

With our **HR Next Mentee – Mentorship Program**, we match the mentees selected for the program annually with different mentors designated in parallel with their development areas, and we organize interviews to allow them to meet and become familiar with each other.

We launched our **Digital Library** practice within the scope of Teknosa Academy in 2021. We contributed to the knowledge of our employees with total 60 books since we shared summaries of at least 4 books patented by Teknosa per month in the Digital Library.

With our **Rising Star Program**, we aim at offering awareness and an integrated perspective to our young colleagues in accordance with their needs and development areas.

We launched our **Internal Trainer Program** in 2018 for supporting the continuity and development of the corporate training culture and sharing knowledge and experiences. Within this scope, we brought our employees together regardless of their titles in 2021 and our 19 Internal Trainers provided trainings for more than 5,000 hours.

With our **Performing Arts of a Manager** training program, we provide special trainings for the development of our managers' presentation skills

# HEALTH AND SAFETY OF OUR EMPLOYEES

(GRI 103-1; 103-2; 103-3; 404-1; 404-1; 404-2; 404-3)

6 minutes

We focus more and more on our Occupational Health and Safety (OHS) practices with the awareness that ensuring health and safety at the working environment must be one of our highest priorities, and we endeavor to minimize all kinds of risks which might jeopardize the health and safety of all our employees, sub-employers, visitors and stakeholders under the roof of Teknosa.

**We strictly comply with the principles of health and safety together with our employees in all geographies we operate within the scope of our Occupational Health and Safety Policy.**

We manage our processes in accordance with the applicable legislation in consideration of our occupational health and safety practices and principles within the scope of our **Occupational Health and Safety Policy** and **Internal Directive of Occupational Health and Safety**. Our occupational safety specialists and the OHS professionals of our OHS service provider identify any non-conforming aspects by carrying out hazard and risk analyses and site controls

for providing a safe and healthy working environment to our employees and we, in return, follow the actions by sharing such non-conforming aspects with our respective units.

We inform all our employees about any hazardous situations and risks which might affect them depending on the results of the risk assessment we made in accordance with our **Occupational Health and Safety Risk Assessment Procedure**. We try to identify any hazards and take the required actions before any non-compliance occurs using different forms available in our Integrated Management System (Warehouse Security Checklist, OHS Workplace Audit Form, OHS Workplace Assessment Form, Monthly Checklist for the Extinguisher, OHS Near-Miss and Hazard Identification Report etc.). In 2021, our 14 employees had small occupational accidents resulting from sharp objects, falling objects, and hitting fixed objects etc. In order to prevent the repetition of similar occurrences, we carefully examine the occupational accidents and occupational diseases which occur during our operations and take any necessary measures accordingly. We also identify any areas of improvement through due diligent analyses at the time of setting the targets for the next year.

## Number of accidents



## Rate of accident frequency (iR)



We follow any near-miss incidents or hazard identifications reported by our employees and pay attention to their feedbacks within the scope of our OHS culture established together with our employees in order to decrease the number of our occupational accidents every year for achieving our **“loss and accident free”** operations objective. Our infirmaries in the Headquarters, Logistics Center, İstanbul Şişli and İstanbul Bayrampaşa Forum Stores will be the first responders in case of any occupational accidents

and near miss incidents, and we provide healthcare services with our onsite doctors and nurses in our Headquarters and Logistics Center.

Besides hospital services, our employees can benefit from online dietitian and psychologist services within the scope of private health insurance. We draw attention to the risks which might be encountered by our store employees forming the majority of our staff in the stores through the Health and Safety Management Instruction for the Stores. Within this scope, we did not discover a finding with a high risk as a result of the risk assessments for ergonomics that we instructed to be performed in our warehouse and at certain stores.

Our employees can access all policies, procedures, forms and other documentation with respect to OHS through the Integrated Management System which is a document management system, and they can also follow the required actions through the platform.

Besides the Integrated Management System, they can provide feedbacks through the **☆ TeknoBox** Suggestion System where they can share their discoveries, complaints, or improvement suggestions.

The OHS Board Meetings with the selected employee representatives are held once every three months for our headquarters and İstanbul Şişli Cevahir and İstanbul Bayrampaşa Forum Stores and once every two months for our Logistics Center, and resolutions are passed in these meetings. The OHS agendas which might concern all our worksites and employees are also discussed by the board members during the board meetings in the headquarters.

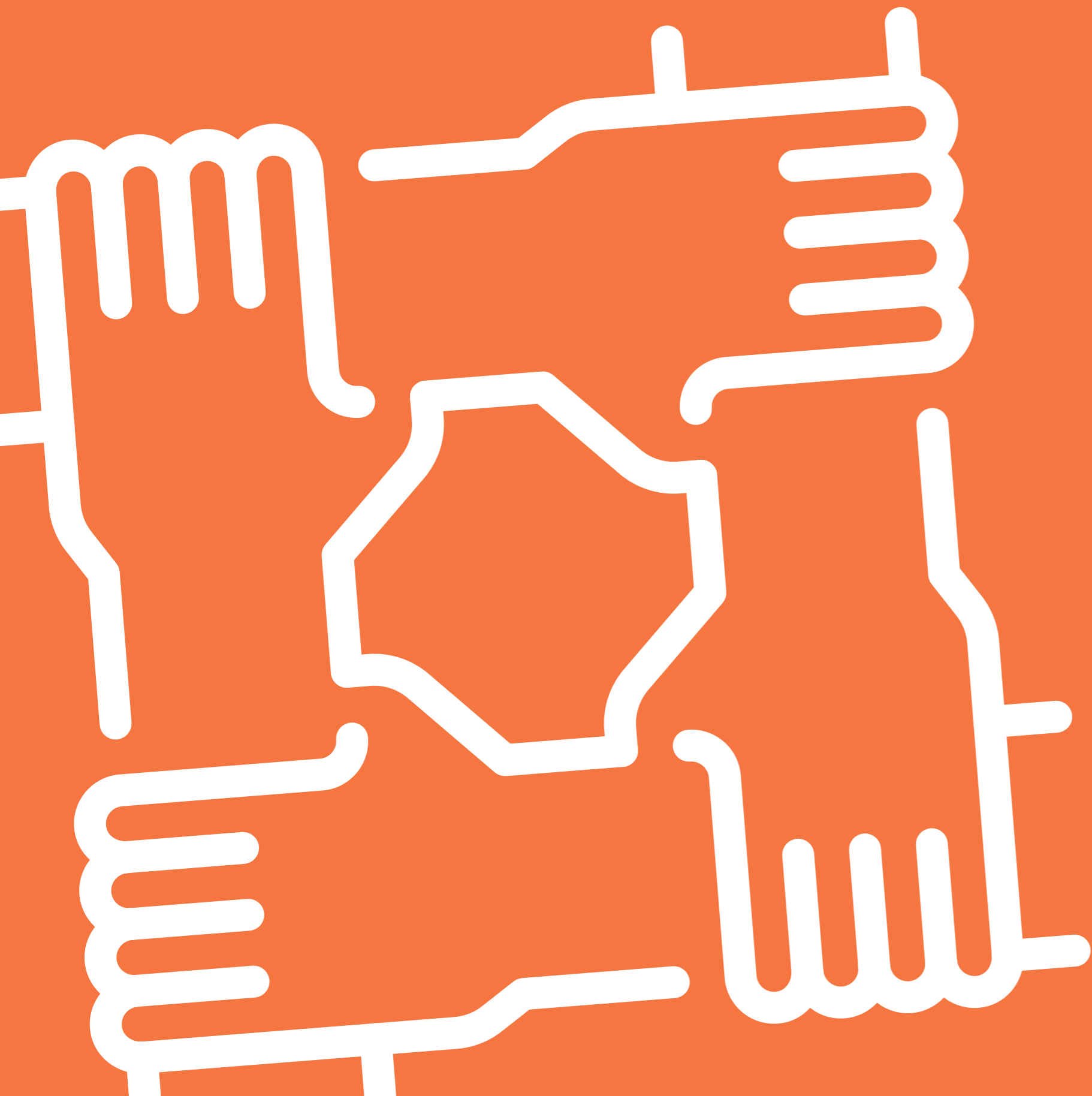
We check the required OHS documentation for the process used to procure services such as maintenance, repair and restoration, and obtain a letter of undertaking from the concerned firms confirming that they will work in compliance with our **Building Construction, Maintenance and Repair Procedure**.

We are aware of the importance of complying with the legislation and standards regarding OHS trainings in order to embrace safe conduct and environmental awareness with our employees and stakeholders. In addition to our basic OHS training, we raise the awareness of our employees by providing emergency response, safe working at height, on the job occupational training and safety, refreshing first aid trainings etc. We ensure the continuity of our OHS culture in Teknosa with **✔ 1,248 hours of OHS training** provided in 2021 within this scope.

### TEKNOSA EMPLOYEES' HEALTH AND SAFETY DURING THE COVID-19 PANDEMIC

We managed the process by forming crisis teams under the leadership of the top management through the expansion of our activities that started before diagnosis of any patient in our country for effectively managing all issues related to the COVID-19 pandemic seen all over the world and taking actions promptly. By taking the required measures after the assessment of the probable effects of the pandemic in all aspects, our teams ensured the implementation of all measures such as disinfection at working areas, information and warning banners, social distance labels, increased cleaning frequency, detailed inquiries for close contacts and quarantine follow-ups. As the first technology retailing company which obtained a **COVID-19 Safe Service Certificate** from the TSE, we are feeling the joy of successfully passing the audits in various scopes such as measures for employees and customers, cleaning of the worksite etc. in the process we carefully managed.





# WORTH THE SOCIETY

COMMUNICATION WITH OUR STAKEHOLDERS

OUR SOCIAL CONTRIBUTIONS

UNIQUE CUSTOMER EXPERIENCE





# COMMUNICATION WITH OUR STAKEHOLDERS

(GRI 102-40; 102-42; 102-43)

2 minutes

We became the pioneer of innovation with our excited, agile, and ambitious structure by placing the needs and expectations of our stakeholders at the heart of our operations in the technology retailing industry in which we have been operating for 21 years. We are aware of the fact that we owe our excitement for innovation and our growing success to our sincere stakeholders' relationships based on respect and trust.

In line with this awareness, we assess the feedbacks resulting from constant communication with our stakeholders through our communication channels for improving our processing and setting strategies. In parallel with our desire to maintain our achievements by reaching more stakeholders every year, we develop such practices and methods that will strengthen our dialogue with our stakeholders.

We will keep creating a sustainable value by way of always standing by our society and all our stakeholders with our philosophy of "Technology for Everyone".

KEY STAKEHOLDERS									
Employees	Sabancı Holding	Authorized Services and Dealers	Investors and Shareholders	Customers	Public Bodies and Accreditation Authorities	Non-governmental Organizations and Foundations	Suppliers	Media	Universities
Trainings Meetings Newsletters Teknobox Intranet Satisfaction surveys Internal audit	Meetings Statements X-Lab / X-Teams projects Reports Bulletins Digital platforms	Meetings Icecat platform Digital platforms Investor relations website	Reports Investor relations website General meetings Digital platforms	Reports Call center teknosa.com SMS E-mail Satisfaction surveys Digital platforms	Meetings Statements Digital platforms	Strategic collaborations Conferences Panels Digital platforms	Meetings Reports Icecat platform E-mail Audits Digital platforms	Press bulletins	Career days and events Step internship program Sponsorships
<p>At least once a week</p>	<p>At least once a week</p>	<p>At least once a month</p>	<p>At least once a month</p>	<p>Daily</p>	<p>At least once a month</p>	<p>At least once a month</p>	<p>Daily</p>	<p>In case of need</p>	<p>At least once a month</p>

Direct Interaction    Indirect Interaction

## OUR SOCIAL CONTRIBUTIONS

(GRI 103-1; 103-2; 103-3; 203-1; 203-2; 413-1)

10 minutes

We always carry out our corporate social responsibility activities **with a focus on creating a solution for social issues** and by prioritizing **enhancement of social and positive impact** on the society. With our social investments, we aim at serving society and making sure that technology is widely used. By maintaining our corporate social responsibility projects and social investment activities every year with a focus on social gender equality, technology, training, digital transformation, development of skills, environment, and society, we support the improvement of people's lives and increase of the development level of our country with tangible outputs in these areas.

Setting an example for the industry is among our objectives in line with our corporate social responsibility approach. We regard **integrity and reliability** as our **essential principles** in our activities and relationships with society in this respect. Accordingly, we donated TL 573,704 through our charitable activities in 2021.

We provide our grants and aids and launch our corporate social responsibility projects in compliance with our **Donation and Aid Policy** in consideration of the ethical principles we adopt and in parallel with the **Sabancı Holding Corporate Social Responsibility Policy and Principles**.

We conduct joint projects with non-governmental organizations (NGOs), international institutions and local communities prioritizing **equal opportunities for everyone** in order to ensure the sustainable development of the society. We provide our employees with the opportunity to participate in **social impact and social responsibility projects** on a voluntary basis and we give material and moral support to them. We invested TL 193,501 in the field of corporate social responsibility in 2021.

### TECHNOLOGY FOR WOMEN

As Teknosa, we believe that the digital age we are in is a milestone for social gender equality. Within this framework, we have been maintaining the **"Technology for Women"** project in collaboration with the Habitat Foundation since 2007 in order to contribute to active digital literacy of women and to eliminate the perception suggesting that technology is for men. We support digital literacy of women who have a lower level of computer skills and internet use in our country through technology trainings for contributing to **social gender equality** with this project.

We target to expand the technology usage capacities of women through our technology

trainings which are constantly updated in line with the requirements of the age and needs of women. We enriched the contents of our trainings by including social media, e-services, secure use of internet and mobile device in our contents besides basic computer use and Microsoft Office programs in the last 13 years.

In 2021, we assessed the social impact of our project through the study we performed with the use of the **"Social Return on Investment (SROI)\*"** method in order to measure the social impact we created through our online trainings in the period between October 2020 and September 2021 within the scope of the Technology for Women project. As a result of the analysis, it was determined that **each TL 1 investment** had a social return at the amount of **TL 3.96**. In this way, **our social impact and success** in the Technology for Women project was proved.

\* Being a method used for measuring the values which are conventionally not reflected to the financial statements including social, economic and environmental factors, SROI is calculated on the basis of the ratio of the total created value which is found with the conversion of total impact into a financial value to the amount of investment made in the project. If the SROI value is above 1, this means that the social program is effective.

2,450 women across Türkiye participated in the trainings offered online due to the COVID-19 pandemic in 2021 within the scope of our project bringing more than 22,000 women together with technology so far.





## TECHNOLOGY FOR WOMEN, SOLIDARITY FOR ALL

In 2021, we started a social solidarity movement called **“Technology for Women, Solidarity for All”** for women who are victims of violence and have limited access to technology in cooperation with the **Sabancı Foundation** and the **Federation of Women Associations of Türkiye (TKDF)** under the roof of Technology for Women. Within the scope of this project, we collect smart phones donated by volunteers so that any women who are victims of violence can speak up.

During this process, we ensure the delivery of the smart phones brought to our stores or picked up from houses upon a request made by contacting with Teknosa Call Center to TKDF and these were handed out to the persons in need after the required maintenance works were performed by the business partners of Teknosa. The **Emergency Hotline Application of TKDF for Domestic Violence** is uploaded to the phones collected within the scope of the project and thus, women can easily call for help with a single click at the time of violence or when they are under the risk of violence.

✓ **Number of women we reached thanks to our social responsibility and inclusivity programs\***



\*In 2021, total 2.450 women benefited from the “Technology for Women” project and smart phones were donated to 201 women under the movement of “Technology for Women, Solidarity for All”.



We participated in the **“Sabancı Cumhuriyet Seferberliği”** event supporting the commitment of Sabancı Holding to keep the values of the Republic alive by working and adding value to the environment in the 98th anniversary of the establishment of our Republic. We took part in many voluntary activities organized in 11 provinces between the dates of 29 October – 10 November through our employees including **school restoration, support for biodiversity, sapling planting, soil refreshment and environmental cleaning.**

We are among the participants of the **“Business Against Domestic Violence (BADV)”** project conducted by the **Sabancı University Corporate Governance Forum**. The **Social Gender Equality Training** is provided across the Sabancı Group within the scope of this project.

We contribute to keeping the social life vibrant and effective maintenance of activities by providing technological support for university events.

In 2021, we became the technology sponsor of the **“Kadın Erkek Eşittir Nokta”** conference organized by the Yanındayız Association which was founded for struggling with all kinds of factors and biases leading to social gender inequality.

We have been among the supporters of the **Askıda Ne Var** social initiative which has been providing free foods, clothes, theatre tickets, concert tickets, books, internship abroad and such other products and services to Turkish university students since 2018. We keep providing the required technological products to the university students through the Askıda Ne Var platform.

Based on the requests we receive from schools and through civil networks, particularly requests related online education, we support our young people throughout their educational lives by providing tablets and computers. We donated second-hand tablets to total **150 young people** in 2021.



## Teknosa Volunteers

Aiming at creating benefits in society through social responsibility projects, the Teknosa Volunteers club is organized by our **80 colleagues**. In our club, we participate in voluntary activities in different topics from children, young people and women to health, environment, and our animal friends in collaboration with the NGOs and contribute to the projects of the Sabancı Volunteers who focus on social gender equality for access of women to equal opportunities in social life and their strengthening.

Within this scope, we carried out the following activities in the reporting year of 2021:

- Our 6 employees and 10 employees participated in **İstanbul Virtual Half-Marathon** respectively in cooperation with the **Parıltı Görmeyen Çocuklar Foundation** and **Koruncuk Foundation**, and we supported these foundations with the grants we collected at the end of the marathon.
- We participated in the **Online Career Days of Colourful Campus** in collaboration with the **Değiştiren Adımlar Foundation**. Our recruitment officers conducted one-to-one interviews with students. In this way, we offered job interview experience to the businesspersons of the future..
- We supported the children with Cerebral Palsy by donating to the **Association of Children with Cerebral Palsy (SERÇEV)** in January.
- We contributed to the education of children with insufficient financial possibilities whose mothers or fathers have passed away on the Mothers' Day in cooperation with the **Darüşşafaka Society**.
- We supported the youth by donating to the **Community Volunteers Foundation** on Fathers' Day.
- We gave various gifts to the students who won the drawing competition with the theme of Living with SMA organized by the **Türkiye SMA Foundation** for students.
- We gave presents such as Preo smart watch, headphones, speaker etc. to children within the scope of our collaboration with the **Koruncuk Foundation**.
- We donated books to the children in need who attend Bakımlı Primary School in **Şanlıurfa** through the **Book for Everyone Foundation**
- We met the needs of 10 mothers having a baby at the age of 0 to 4 for contributing to the **Mother-Baby support** package launched by the İstanbul Metropolitan Municipality.
- We presented book sets to 25 students in need within the scope of the Studying Future Generation project of the **Mother Child Education Foundation (AÇEV)**.
- We supported the supply of food to the persons in need and living on streets in collaboration with the **Çorbada Tuzun Olsun Foundation**.



# UNIQUE CUSTOMER EXPERIENCE

9 minutes

We are proud of our unique customer experience services and practices offered to our **customers, an element of Teknosa value chain, one of our most important stakeholders.** We regard our customer-oriented approach as one of our priority issues. We improve our operations in accordance with the industrial developments and the demands and expectations of our customers and provide a competitive advantage. We offer a pleasant shopping experience and environment to our customers by accompanying them every moment and everywhere and facilitating their access to technology with a focus on **“Unique Customer Experience”**.



We follow local and international legislations and best practices during our customer experience activities and implement our corporate rules and fulfil the requirements of legal frameworks. We refer to our internal policies [Quality Policy](#) and [Complaint Management Policy](#) in our activities for the sake of effectively managing customer satisfaction.

In line with our objective to **“bringing the technology of the world to everyone and creating happy moments”**, we aim at strengthening the shopping experience of our customers through several channels. We pioneer innovative services and protect our leading position in the industry by creating a product mixture with the best channel structure depending on the needs of consumers and taking brave steps for the satisfaction of our customers with our investments in our brand and employees and the specialist human resource we raise.

**By introducing the technology supermarket to the consumers in Türkiye for the first time**, we are known as the closest technology retail chain to our customers thanks to our wide store network, [teknosa.com](#) website and mobile platforms. We steer the industry by developing different business models and special services and offer innovative services

to our customers with a focus on customers’ expectations and changing needs, our desire to provide the fastest response to the industrial transformation and **our omni-channel model.**



NUMBER OF ACTIVE CUSTOMERS USING ONLINE PLATFORMS		
2019	2020	2021
100,858,704	139,059,692	113,609,393

We increase our investments to deepen our omni-channel model that we lead in **Türkiye** by means of offering an uninterrupted and integrated shopping experience through our stores, [teknosa.com](#) website and mobile platforms. We launch new practices to enhance our customers’ satisfaction and optimize the experience we offer to them. We keep making a difference in the industry thanks to our innovative pre-sales, in-sales and aftersales practices resulting from the combination of online and offline experiences within the scope of our investments.

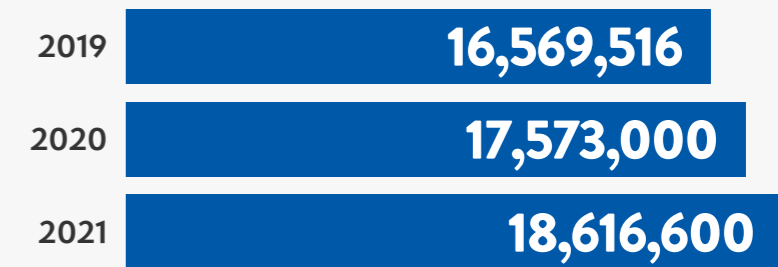


**18.6 Million**  
**TEKNOSA CUSTOMERS**

We carry on our activities to enhance our customers’ satisfaction further day by day through the uninterrupted experience we offer with our omni-channels, our fast and high-quality services, customer services program and service-oriented trainings provided with our employees. We have been acting in line with the philosophy of **“Technology for everyone”** since our foundation and making a difference in the industry through our digitalization and customer-oriented transformation efforts.

We analyse the data through artificial intelligence algorithms so that our customers can access to the right product at the right time, at the right point and for the right price, and we aim at optimizing the experience we offer to our customers by means of creating a smart and data-driven system which can predict the future.

**Number of customers in the stores**



You can review the solutions we offer to our customers in the field of digitalization in detail in accordance with our customer-oriented transformation goal in the [“Our Digital Transformation Journey”](#) section of our report.

With our new service brand **Tekno Service** covering our value-added services, we offer a wide range of technology services to our customers and the services from installation to technical support and protection can be used in the stores, over the phone, from home and a work. We guarantee to stand by our customers for all their needs not only at the time of sales but also after sales through our service packages in different areas such as **“TeknoGuarantee”, “In-Store Service”, “On-Site Installation”, “Remote Technology Support Service”** and **“Full Support Service Packages”**.

As Teknosa, we launched our new loyalty program **TeknoClub** in 2021 in parallel with our customer-oriented business manner. Our customers can benefit from the advantages of different membership options, namely TeknoPlus, TeknoPro and TeknoElite, and receive



attractive deals, birthday discounts and privileges in third party brands, and they can have some privileged services like free cargo, call center and servicing.

We aim at enhancing customer satisfaction by carefully analyzing the whole process to meet all kinds of information needs of our customers through Teknosa Call Center. Accordingly, we have diversified our communication channels to offer a better experience to our customers. We targeted to offer a better purchase experience to our customers by starting the ordering and payment services through the call center and Webchat in 2020. We keep up with technological developments and are committed to maintaining our services provided through Teknosa Customer Services to keep customer satisfaction at the highest level.

## OUR CUSTOMER COMMUNICATION CHANNELS

We contact with our customers before and after the sales through 17 different channels such as telephone, Webchat, WhatsApp, e-mail, web contact form and social media accounts.

COMMUNICATION CHANNEL	CONTACT ADDRESS/ NUMBER	ACTIONS WE TAKE
<b>Teknosa Customer Services</b>	0850 222 55 99	We respond to all requests and complaints reported to our Customer Services call center between the hours of 09.00 – 23.00 on 7 days of the week.
<b>Teknosa WhatsApp Support Line</b>	0850 222 55 99	We respond to all messages received from Teknosa WhatsApp Support Line with our Customer Services team between the hours of 09.00 – 00.00 on 7 days of the week.
<b>Customer Services at the Headquarter</b>	0216 468 3636	We respond to the requests of our customers calling operator of our Headquarters between the hours of 08.30 – 17.00 on the weekdays.
<b>Teknosa WebChat</b>	<a href="https://teknosa.com">teknosa.com</a>	We respond to all chat messages received on Teknosa website and mobile site with our Customer Services team between the hours of 09.00 – 00.00 on 7 days of the week.
<b>Corporate E-Mail Addresses</b>	<a href="https://www.sabanci.com/tr/iletisim">https://www.sabanci.com/tr/iletisim</a> <a href="https://www.teknosa.com/kurumsal/iletisim/">https://www.teknosa.com/kurumsal/iletisim/</a> <a href="mailto:bilgilendirme@teknosa.com">bilgilendirme@teknosa.com</a> <a href="mailto:yatirimciiliskileri@teknosa.com">yatirimciiliskileri@teknosa.com</a>	We respond to all feedback sent to us with the online communication form via Teknosa.com, our corporate e-mail addresses and the communication form in Sabancı website.
<b>Social Media Accounts</b>	App Store / Google Play / <a href="#">Twitter</a> / <a href="#">Facebook</a> / <a href="#">Instagram</a> / <a href="#">LinkedIn</a> / <a href="#">Youtube</a> / Google My Bussiness	We respond to all feedback sent to us through the Mobile Application and social media accounts of Teknosa.
<b>Other Digital Channels</b>	<a href="#">Şikâyetvar</a>	We respond to and solve any complaints about Teknosa, İklimsa and Preo companies shared on Şikâyetvar platform as its corporate member.
	Ekşi Sözlük	We monitor customer comments on both platforms and come up with suitable solutions in the fastest way with our agency business partner.

We pay attention to measure customer satisfaction which has been increased with our improvements through all our platforms in order to offer the right products to customers with the right methods and in the fastest and uninterrupted manner; we diversify our services in accordance with customers' expectations and offer customized recommendations. Thanks to the uninterrupted experience we offer for regularly monitoring the customer satisfaction and keeping

satisfaction at the highest level after the calls received, we increased our **Net Promoter Score (NPS)** to **67.3** with an increase of **8.7% compared** to 2020. We aim at enhancing the quality of our services and communications intended for the customers through these surveys. We carried our NPS score beyond the global standards with positive feedback of our customers and we focus on increasing our score further year by year.

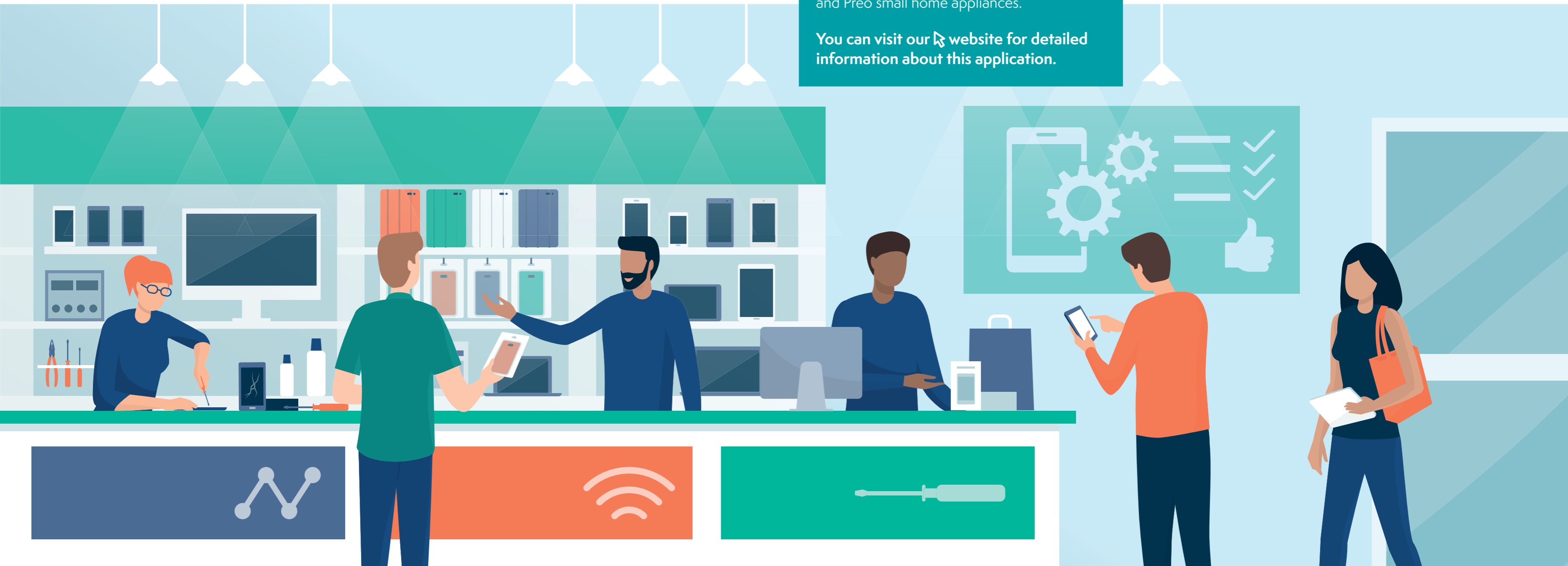
**Satisfaction Guaranteed Return**

With the Satisfaction Guaranteed Return launched in 2018 and still offered as the first application of its kind in the industry, our customers are entitled to replace the products they purchase from Teknosa stores and **teknosa.com** web site within 1 month of the purchase "even if they are used". This option covered TVs, monitors, notebooks, tablets, desktop computers, irons, vacuum cleaners, and Preo small home appliances.

You can visit our [website](#) for detailed information about this application.

We carry on our activities to offer the best service by paying attention to customer satisfaction. You can review the awards we won for our customer experience practices in 2021 within this scope through the [Highlights and Awards](#) section.

**In 2021, we invested TL 70 million in infrastructure and customer communication channels.**





# WORTH THE WORLD

OUR FIGHT AGAINST THE CLIMATE CRISIS

OUR WASTE MANAGEMENT AND CIRCULAR ECONOMY

OUR ENVIRONMENTALLY-FRIENDLY PRODUCTS AND SERVICES





## OUR FIGHT AGAINST THE CLIMATE CRISIS

(GRI 103-1; 103-2; 103-3; 302-1; 302-3; 302-4; 302-5; 303-1; 303-2; 303-4; 303-5; 305-1; 305-2; 305-3; 305-4; 305-5; 307-1)

⏪ 6 minutes

We see the **climate crisis**, one of the most important problems faced by our world, as one of our **material issues**. We invite all our stakeholders to take action and participate in the solution. We take sustainability into consideration in our operations with the awareness that water shortage, drought, high temperatures, challenging weather conditions and natural disasters which might occur because of the climate crisis bring along many risks both for our stakeholders and operations.

We closely monitor and take the latest trends in Türkiye and at a global scale as a reference in our actions taken for our fight against the climate crisis. We develop and implement some projects which will enable the minimization of the impacts created by climate change thanks to our extensive store network based on our sensitivity to environmental sustainability. We maintained our initiatives for **economic use of natural resources and energy efficiency** also in the reporting period for the purpose of environmental sustainability and minimization of negative impacts of climate change.

We divide our environmental expenditures into two categories: mandatory and non-mandatory expenses. By making environmental-oriented expenditures, not only we fulfilled the legal compliance requirements but also enhanced our resource efficiency performance in 2021. In 2021, all our operations complied with the environmental regulations and thus, we did not receive any penalties.

As Teknosa, we maintain our efforts to continue to do our part by positioning protection of natural

resources and our fight against the climate change at the heart of our environmental management approach. We try to minimize the greenhouse gas emissions of our products and services within the scope of our fight against the climate crisis. You can find our performance indicators showing our minimization and saving rates as a result of our projects launched in 2021 within the scope of our efforts to fight against the climate crisis.

You can review our detailed performance tables in the [“Annexes” section](#).





We applied for **Green Office Certificate** for our Headquarters because of our cooperation with the **World Wildlife Fund (WWF) Türkiye**. Accordingly, we set our targets and started the assessment period of 1 year. We are planning to minimize the ecological footprint of our Headquarters in accordance with the measures to be taken in the transition period required for a green office based on the requirements of the certificate in question.



We employ the ESCO model in **15 stores**, which enables energy efficiency in cooperation with Enerjisa. Furthermore, we plan to supply all consumption of our **Logistics Center** and **80 Stores** from renewable sources of energy under the **Power Purchase Agreement (PPA)**.



Thanks to the sunlight-sensitive LED armatures used our Headquarters, not only we prevent unnecessary energy consumption but also optimize the lighting without affecting our employees' comfort by maintaining the ideal light level in our working environment.



We saved nearly **1,9 million kW of energy** by increasing the number of our stores, where automation systems are installed and heating, cooling, and lighting systems are operated with these automatic sensors, up to 63.



We increased the number of our stores where lighting armatures are replaced with LED lighting up to **171**. We will keep LED transformation practices in our stores through energy efficient lighting transformation.



We have had a **LEED certificate** for our Headquarters building since 2015 with the score of 67 out of 110 in LEED Gold Score Card.



According to our Energy Performance Mode, we will generate our own electricity for becoming a role model in our industry in terms of energy saving through the **Solar Energy Power Plant\*** installed on the roof of our Adana Sabancı Business Center **with the capacity of 174,931 kWh**. Within this scope, we completed the installation of 320 panels, and we intend to generate electricity enough to cover **consumption of approximately 58 houses** per year and prevent **94 tons CO<sub>2</sub>e emission**.

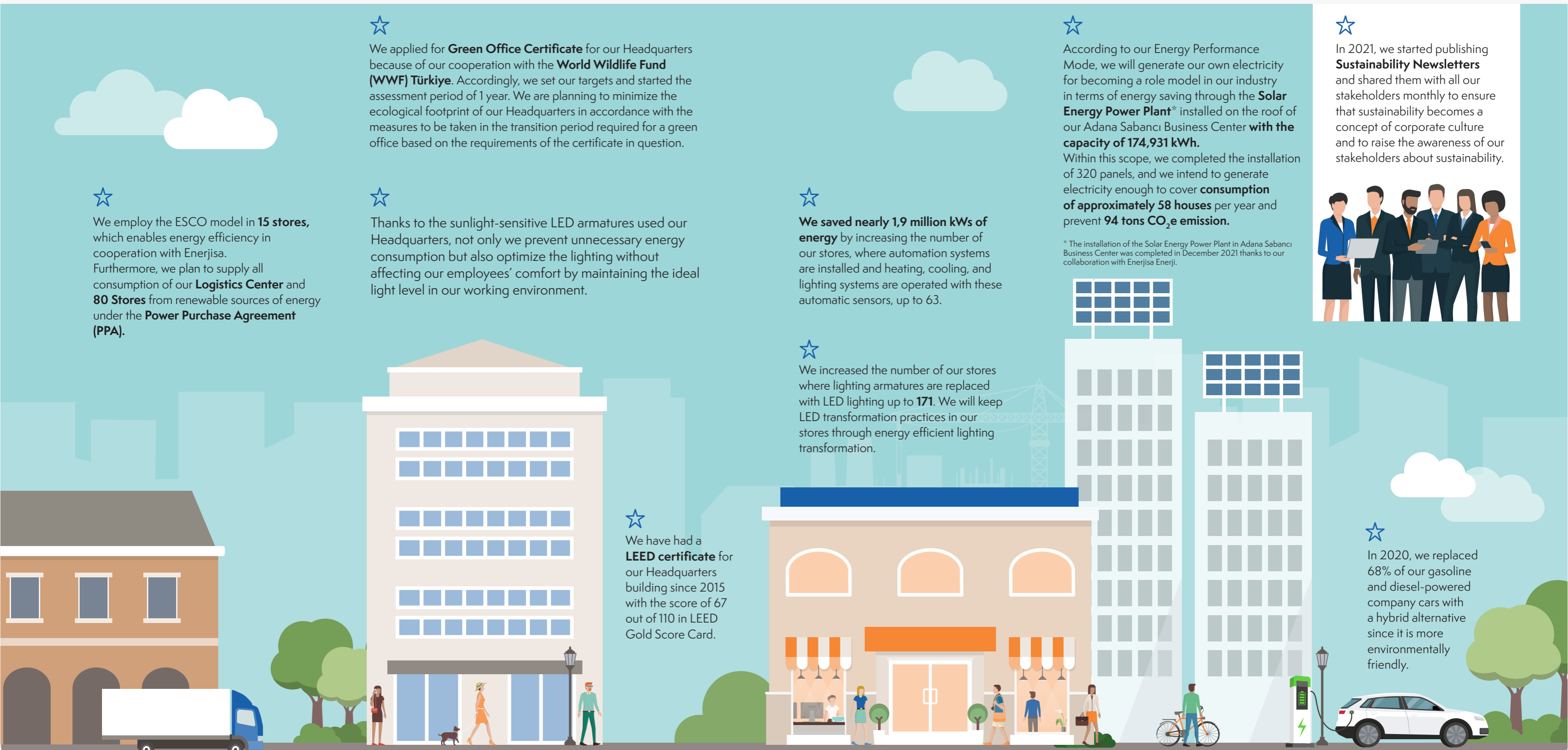
\* The installation of the Solar Energy Power Plant in Adana Sabancı Business Center was completed in December 2021 thanks to our collaboration with Enerjisa Enerji.

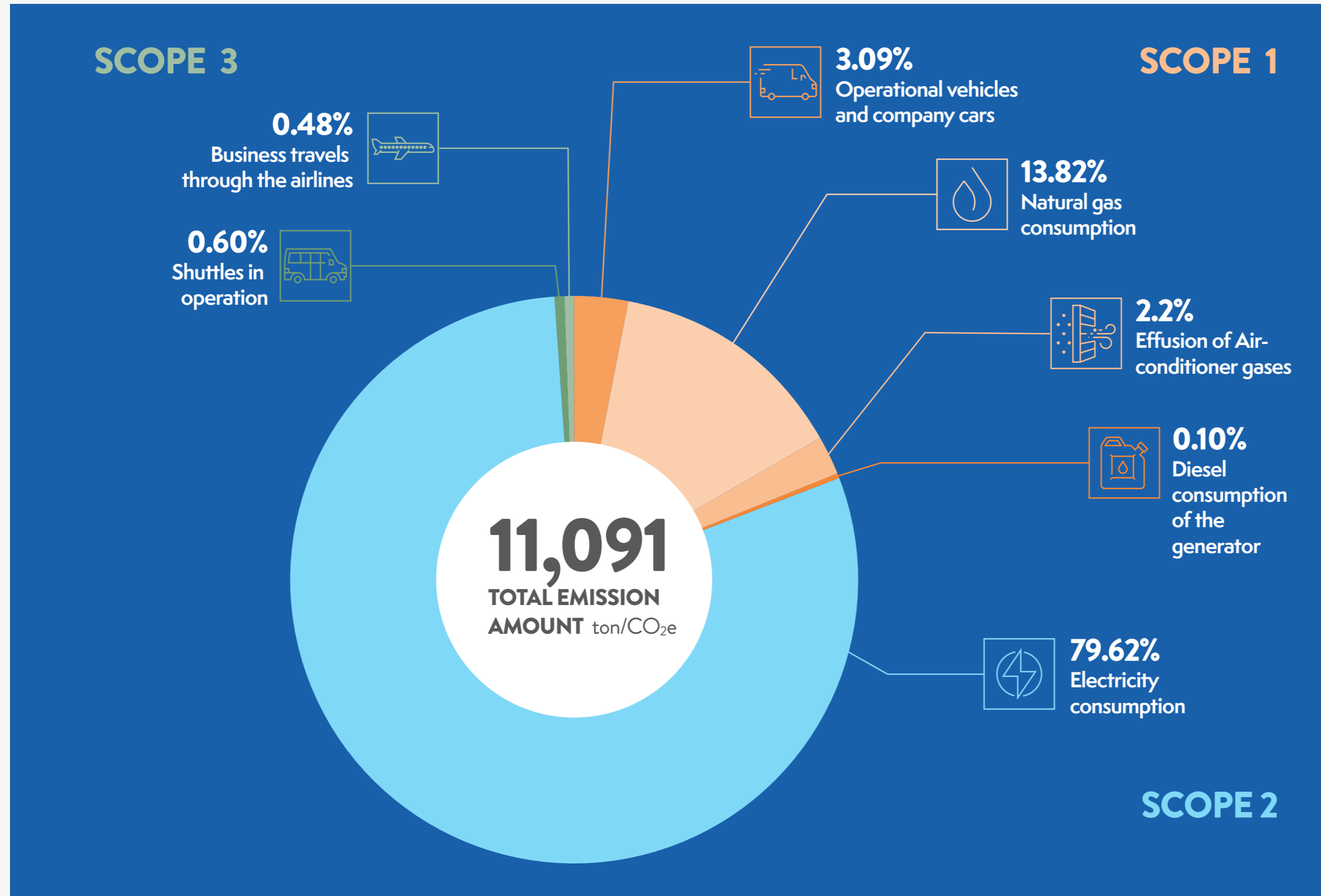


In 2021, we started publishing **Sustainability Newsletters** and shared them with all our stakeholders monthly to ensure that sustainability becomes a concept of corporate culture and to raise the awareness of our stakeholders about sustainability.



In 2020, we replaced 68% of our gasoline and diesel-powered company cars with a hybrid alternative since it is more environmentally friendly.

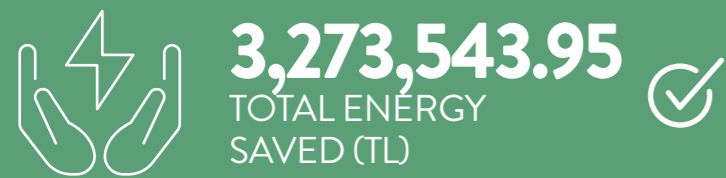
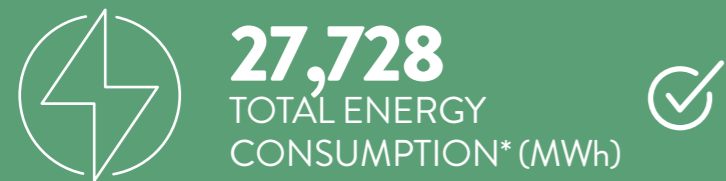
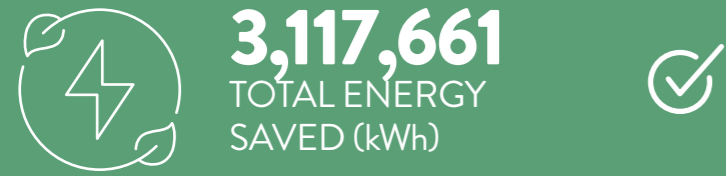




In parallel with the “Net Zero Emission” goal of our Group, we are committed to achieving the goal of net zero by 2050 in all our operations.

GREENHOUSE GAS EMISSIONS* (TON CO <sub>2</sub> e)	2019	2020	2021
Scope 1 (direct)	3,776	1,722	☑ 2,141
Scope 2 (indirect)	13,205	9,347	☑ 8,831
Scope 2 (indirect)	375	183	☑ 119
<b>Total greenhouse gas emissions</b>	<b>17,355</b>	<b>11,252</b>	<b>☑ 11,091</b>

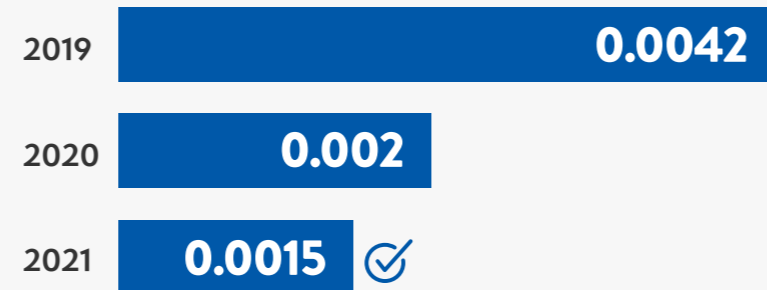
\* ISO 14064-1 standard, the Greenhouse Gas Protocol, Corporate Accounting and Reporting Standard and the Directives on the Intragovernmental Panel on Climate Change (IPCC) for National Greenhouse Gas Inventories were used for the calculations.



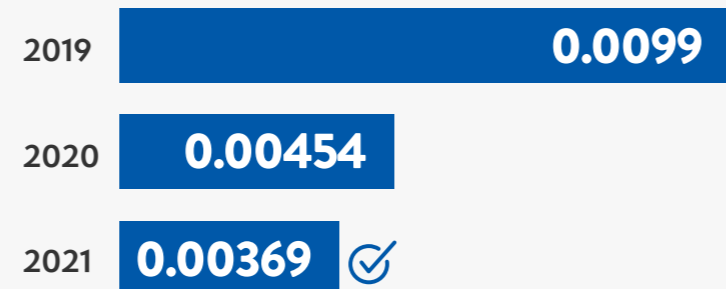
\* Refers to the natural gas and electricity consumptions.

\*\*The mandatory and non-mandatory expenditures are included.

Greenhouse gas intensity (tCO<sub>2</sub>e/TL incomes)



Energy intensity (MWh/TL incomes)



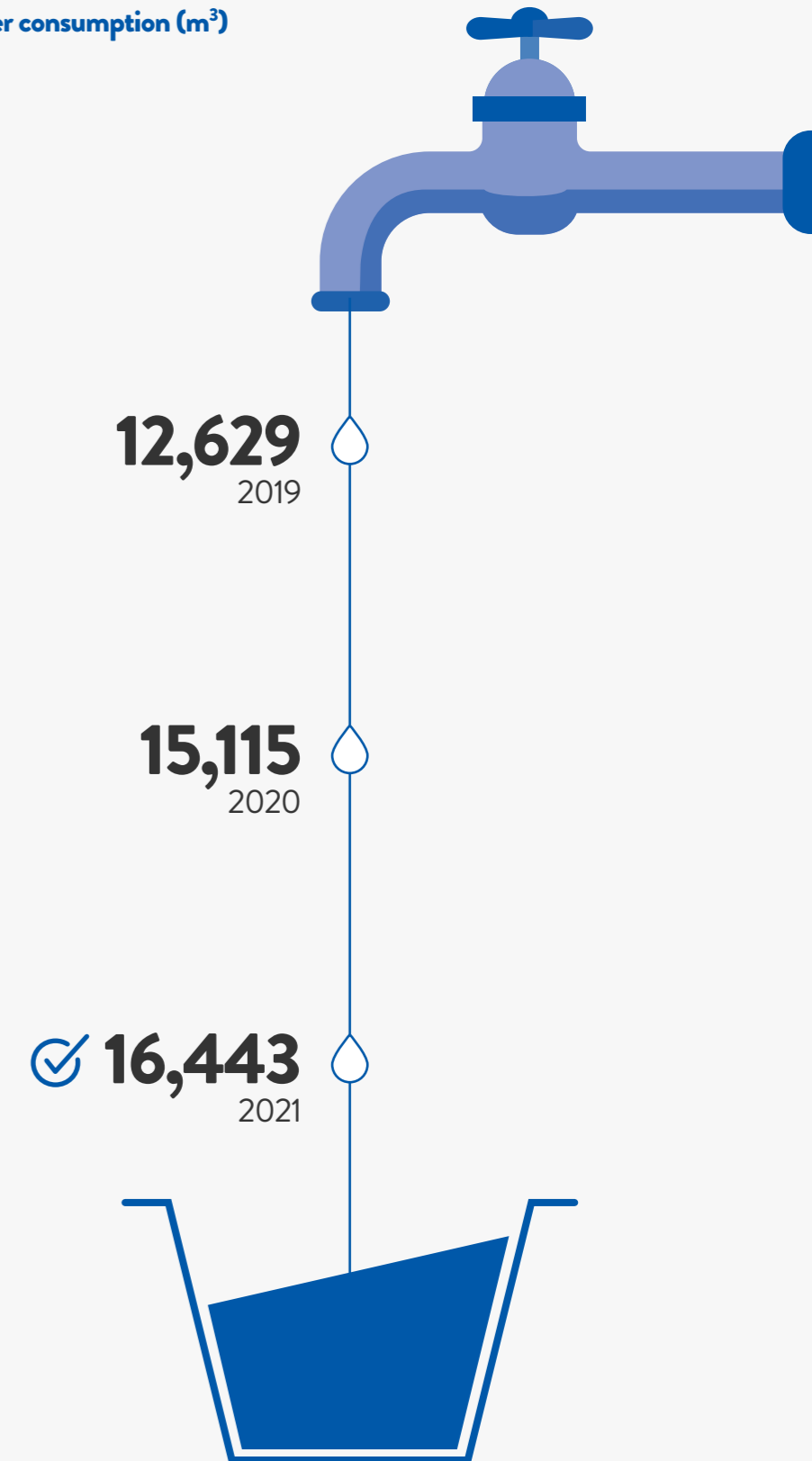
OUR TOTAL GREENHOUSE GAS EMISSION GOAL (ton/CO<sub>2</sub>e)



We respect to our natural resources available in the ecosystem and identify the improvement areas in parallel with our goals to minimize water consumption and take actions accordingly. We try to use water **effectively and efficiently**. We monitor water consumption in our stores and warehouses through water meters and check our water consumption monthly. We use water only for daily personal consumption and discharge all wastewater to the sewage system.

We aim to increase the rate of renewable energy consumption in Teknosa up to 42% by 2025.

Water consumption (m<sup>3</sup>)



# OUR WASTE MANAGEMENT AND CIRCULAR ECONOMY

(GRI 103-1; 103-2; 103-3; 306-1; 306-2; 306-3; 306-4; 306-5)

6 minutes



We manage the wastes with an integrated approach in order to be able to minimize any negative impacts of the wastes on the environment which result from meeting of our customers' demands and needs with our extensive sales channels, wide range of products and broad service options. We prioritize the prevention and minimization of waste arising from our operations with the awareness that natural resources are limited.

Additionally, we carry out some practices in parallel with the circular economy model by raising the awareness of our stakeholders for separate collection, recycling and reuse of wastes as required by the applicable legislation in cases where the formation of wastes cannot be prevented. At the same time, we assess the alternatives for recovering the wastes collected at source separately and any waste products in economy through the circular economy approach in the light of the Circular Business Design Training organized by the Türkiye Circular Economy Platform which we attended.

We act in compliance with our predetermined objectives for the minimization and prevention of wastes in our headquarters, logistics center and stores. We monitor the amount of waste resulting from our operations and take the required measures proactively for the purpose of setting measurable and traceable objectives and achieving an effective waste management. We are planning to install the Zero

Waste System, currently available in our headquarters, also in our stores in the upcoming periods and to expand the scope of our activities for the sorting and collection of the wastes produced at source.

	2019	2020	2021*
Total amount of hazardous wastes (ton)	3	1	11
Total amount of non-hazardous wastes (ton)	188	155	500
<b>Total amount of wastes (ton)</b>	<b>191</b>	<b>156</b>	<b>511</b>

\*An increase was observed in 2021 because the amount of wastes sent to regular storage is also included in the calculation.

AMOUNT OF RECOVERED/RECYCLED WASTES	2021
Paper (ton)	135
Mixed packaging materials (ton)	126
Plastic (ton)	37
Scrap (ton)	12
Electronics (ton)	3,5
Batteries, accumulators and toners	7,5

	2021
Amount of wastes sent to landfill (ton)*	190
✔ Amount of reused or recycled wastes (ton)	317

\*Daily amount of waste per person is 1,13 kg/person in this calculation.

We target to prevent the production of paper wastes through our activities in the Headquarters and stores. Meetings were organized with the departments in the Headquarters where the use of paper was substantial, and we have ongoing activities for the digitalization of the respective processes. Moreover, we discontinued the use of disposable plastic bottles and started to use glass bottles and porcelain plates in order to minimize the amount of plastic waste in the Headquarters.

★ Thanks to the **digital label** technology used in all our stores, we achieved the following per store:

- We saved 30,000 pieces of paper
- Avoided using 24 toners

Thanks to the **electronic label** technology used in our 6 stores, we achieved the following per store:

- We saved 80,000 pieces of paper
- Avoided using 96 toners



### OUR 2022 GOALS \*

- In the use of papers in the registered office through digitalization in 2022

**5%**  
DECREASE

- In the use of plastics in the headquarters in 2022

**50%**  
DECREASE

\*Compared to 2021

### OUR 2023 GOALS

- Disposable plastics will not be used in the Headquarters

- Transition to

**100%**

biodegradable / compostable  
shopping bags in the stores

- Introduction of the

“**PLATINUM ZERO  
WASTE**”

store model in at least 10% of our  
stores

The non-reusable **electronic wastes** are evaluated by being sent to the contracted and licensed processing plant and decomposed. In addition to our electronic waste management, we issued a preliminary assessment report for the increase of the collection number of electronic wastes in collaboration with the **BCSD (Business Council for Sustainable Development) Türkiye**. Recycling of **waste batteries**, on the other hand, is performed through the Portable Battery Manufacturers and Importers Association.

We reintroduce about **6.000** returned and damaged products into our operations per year at different points of our value chain, depending on the extent of the damage. We inform our customers in detail about the damage of the product after examining the extent of damage with our specialist team. As a result of the assessment, we use some of these products for spare part and repair services related to our Outlet products and offer some of them to our customers by way of **resale** in the website of [teknosa.com/outlet](https://teknosa.com/outlet) and at the outlet floor of our Şişli Cevahir store. We sell any highly damaged products by way of tendering and ensure that they are evaluated as a spare part in new products by different companies and thus, they are brought back to the economy.

# OUR ENVIRONMENTALLY-FRIENDLY PRODUCTS AND SERVICES

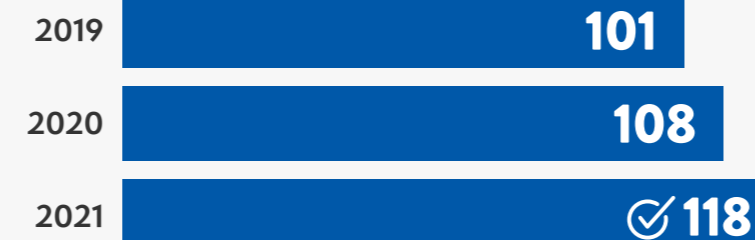
(GRI 103-1; 103-2; 103-3; 302-5; 305-5)

7 minutes

Since consumers consider sustainability as a factor in purchasing decision, the demand for products with **less energy consumption and lower emission** increases when shopping for electronics. At this point, we aim at minimizing our environmental impact through our environmentally friendly products and services offered to comply with the sector trends and meet the expectations of our customers.

We see our environmentally friendly products and services as the window of our sustainability strategy house, which inspires all our operations, open to our customers. In parallel with our **“Worth the World”** approach, a prioritized aspect of our sustainability strategy, we create environmental and social value for all our stakeholders when we offer more sustainable products and services to our customers year by year.

## Number of the environmentally-friendly products and services



We increased the number of our environmentally friendly products and services offered to our customers to ✓ 118 in 2021, previously 108 in 2020.

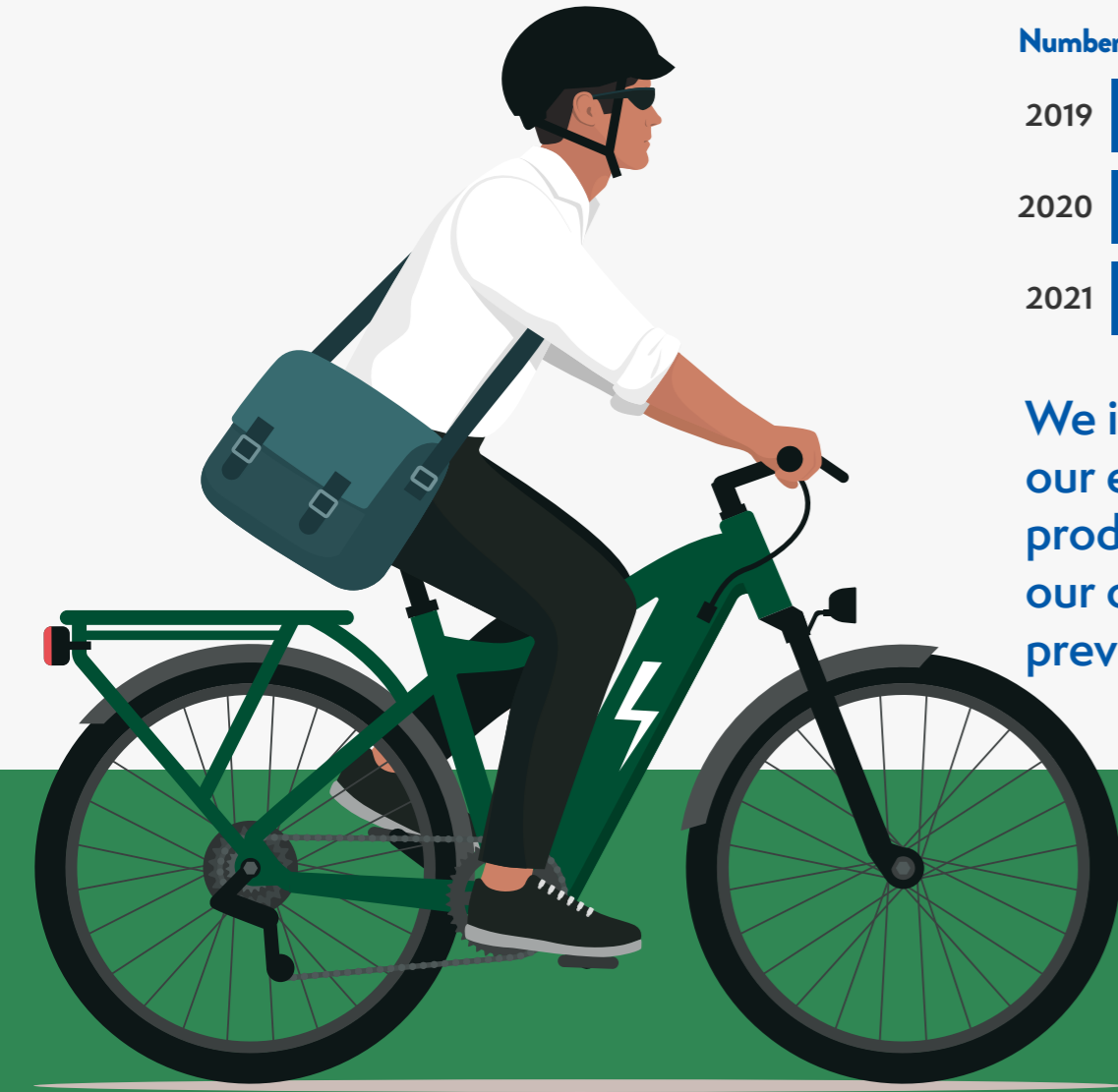
## PRODUCTS MINIMIZING THE ENVIRONMENTAL IMPACT

Not only do we assure that our customers can save energy by means of using the sources of energy efficiently but also help them decrease their carbon footprints substantially thanks to our products minimizing the environmental impact.

We offer 86 white goods and 12 air-conditioners with A+++ energy efficiency class and 18 white goods with A-energy efficiency class based on the new energy label regulation through all our sales channels. We inform our customers about our products with high energy efficiency and support responsible consumption through campaigns.

## We are planning to increase the number of our sustainable products and services to 135 by 2025!

Accordingly, we will commence our **Solar Energy Power Plant** activities starting from the next year under the roof of **İklimsa**. Thanks to this initiative, we will create added value within the frame of sustainability while fighting against climate change in collaboration with our customers. We will provide services with all our corporate and individual stakeholders within a wide industrial range through customized Solar Energy Power Plant projects.



## SERVICES CONTRIBUTING TO MINIMIZATION OF THE ENVIRONMENTAL IMPACT

As Teknosa, we include our customers as well in our sustainability journey with the environmentally friendly products and services we offer.

We extend the life cycle of the products through our services contributing to the minimization of the environmental impact and pave the way for our customers to minimize their environmental footprints by means of providing inputs with sustainable industries within the scope of circularity.

We offer end-to-end after-sales service to our customers through the broad “Tekno Service” ecosystem we have established. We gathered our TeknoGuarantee and Maintenance-Repair service packaged together under our Tekno Service brand for offering integrated technology experience to our customers. Not only do we extend the life cycle of our products but also increase their performances thanks to TeknoGuarantee and our Maintenance-Repair services provided by our wide service range under Tekno Service. Within this scope, we prevent **200,000 products** from becoming idle per year by increasing their performance thanks to our maintenance and repair services, and we encourage sustainable consumption.

### Technology Support Package

We offer solutions through technical assistance over the phone on 24/7, through remote connection and support methods for problems experienced during the use of electronic products.

### In-Store Service

We offer the services of initial installation, software upload/update, anti-virus installation etc. for the products purchased from the stores.

### Product Health and Performance Test

We provide application services which increase the performance and extend the service life of devices by offering solutions to technical and software related problems resulting from the operating time.

### Teknoguarantee

In addition to the warranty periods of the products purchased by our customers, we provide the opportunity of an additional warranty period up to 3 years with TeknoGuarantee options (1-2-3 year(s)) and ensure the operation of our products with maximum efficiency as long as possible. Our customers can protect their products against electricity, moisture, humidity and dust for 2 years and against breakage, liquid contact and theft for 1 year thanks to TeknoGuarantee.

### Full Support Service Packages

We offer different service bundles to our customers through a single package such as in-store installation, remote support, onsite installation, product health and performance test and free minor repairs, and offer TeknoGuarantee and out of warranty repair services at a discount.

The **income we earned from the environmentally friendly products and services** in our portfolio reached approximately **TL 214 million** in 2021. We earned about **TL 34 million** from our 116 impact minimizing products with an energy label and about **TL 180 million** from TeknoGuarantee and maintenance-repair services within the scope of Tekno Service which contributed to the minimization of impact.



You can find the details of our revenues earned in the previous years from environmentally friendly products and services through the **“Performance Tables”** section of our report.

In addition to the products available in our portfolio, we maintain our innovation activities also for our private label products. We conduct various studies by focusing on the points which will ensure product development in terms of service life and performance such as durability, material quality, energy class in some models of **Preo** and **Sigma**.





# WORTH THE FUTURE

OUR DIGITAL TRANSFORMATION JOURNEY

OUR RISK AND OPPORTUNITY MANAGEMENT

OUR POSITION IN THE INDUSTRY, TRENDS AND OUR FUTURE EXPECTATIONS



# OUR DIGITAL TRANSFORMATION JOURNEY

(GRI 103-1; 103-2; 103-3; 418-1)

8 minutes

Access to technology, the agility to quickly respond to the changing needs, e-commerce and omni-channel capabilities, comprehensive experience offered, and reliability have become more important as the acceleration of digital transformation processes boomed all over the world due to the COVID-19 pandemic and led to the commencement of a new era in our daily lives and business lives.

As Teknosa, we launched many innovative applications to facilitate the lives of our customers and enhance the quality of service we provide by converting this acceleration into an opportunity in the digital transformation processes. We see our digital transformation initiatives, which distinguish us in terms of customer experience, as one of our main strategic focuses for assuring strong Company growth.

We maintained our pioneering position in the industry through our investments focused on digital transformation in 2021, a year characterized by the negative impacts of the pandemic across the world and in Türkiye. We achieve digital transformation starting from our supply chain and inclusive of delivery of a product to end consumers and the aftersales process and

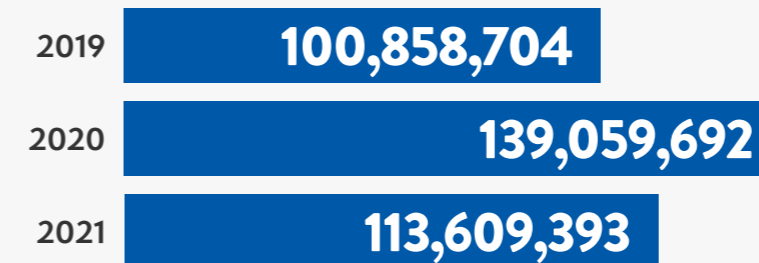
thus, we embrace a data-driven management culture.

In Teknosa, we adopt the **omni-channel model** where digital channels are also integrated in the sales processes besides conventional physical store sales, and customer communication is managed in an integrated manner. In this way, we reach out to our customers through many online channels integrated into each other. We offer a **complementary** shopping experience which **fits into the needs and the digital world** through our digital services in addition to our physical stores thanks to **17 different online channels** of us such as telephone, Webchat, WhatsApp, e-mail, web contact form and social media platforms used in pre-sales, in-sales, and post-sales processes.

By focusing on digital transformation in our investments, we carry out in-depth studies in **artificial intelligence algorithms** and **data analytics**. By doing so, we aim to improve the customer experience and enhancing our operational efficiency. We keep strengthening the omni-channel infrastructure and scope of service in order to offer a better shopping experience to our customers and investing in data analytics and artificial intelligence algorithms.

At the end of 2018, we strengthened the infrastructure of [teknosa.com](https://teknosa.com) and made it **one of the best e-commerce platforms** of the world. We maintained our digital transformation journey and strong growth also in the reporting year for carrying our initiatives forward by placing e-commerce, recently booming across the world, at the heart of our omni-channel model. In 2021, while maintaining our dynamic growth, the share of our online sales in retail turnover reached up to **15.3%**.

### Number of our customers actively using our Online Services and Electronic Sales Platforms



As Teknosa, we prioritize the improvement of digital experiences in our stores, smarter operations, simplification of all internal processes and information security as well as our developments and investments in digital channels.



THE SHARE OF OUR ONLINE SALES IN RETAIL TURNOVER

15.3%

Since we have been enhancing the digital capabilities of our stores, we are increasing our operational efficiency results and improving customer experience. Within this scope, we completed our **contactless payment** and **digital label system** infrastructure which are our 2021 in-store digitalization projects. Additionally, we introduced the electronic label application in 6 stores.

In 2021, we started providing services with **Mobile Sales / Handheld Terminal (TeknoGO)** for simplifying the operations of all our field forces in the stores and offering a more comprehensive shopping experience to our customers. With the handheld terminals, we speed up the operational processes such as stock control, labelling etc. in the stores for our teams and instantly share customer specific information and recommendations by easily accessing to product, price, stock, and promotion details. With our mobile sales application, we enable our customers to complete their shopping without going to the cashier's desk for service-friendliness and strengthening of sales through mobile POS integration.

Our customers can get detailed information about technical specifications, performance, dimensions of products and all services, ask any questions they might have and get familiar with the product through the channel without visiting the stores thanks to the **Video-chat** application, the first application of its kinds launched in our industry, and it offers virtual store experience. Within the scope of Video-chat application, we enhanced the trainings for the teams in charge in our stores as well as infrastructural improvements.

## In 2021, we earned 885,700 TL turnover in total with our Video Chat application.

Besides, we respond to increasing technology shopping needs of our customers with our digital and innovative applications thanks to our pioneering applications such as Webchat for instant support through our website, WhatsApp services, **"Click & Collect"** and **"Click & Drive"**, first of its kind in the industry. With Click & Collect, the products purchased from our websites can be collected from the stores whereas our customers can pick up their products at the contracted delivery/parking lot point with our Click & Drive service. 44% year-over-year increase was observed in the number of Click & Collect purchases made in 2021. We keep our investments which will carry the customer-oriented management and digital transformation process forward with our available digital applications.



**MİNİMUM TEMASLA  
ARAÇTA TESLİMAT  
TEKNOSA'DA!**

Teknosa always continues R&D and innovation activities. 58 colleagues from the Information Technologies unit and 31 colleagues from our digital commerce unit continue to work on creation of added value for digitalization.

We invested approximately **TL 1.5 million** for our Sustainability-oriented R&D and innovation activities to develop our existing products and services.

We totally invested **TL 29 million** for all our R&D and innovation activities in Teknosa.

We target to enhance our online capabilities within the scope of our digital transformation activities in Teknosa, offer both physical and digital experience in our stores and thus, make our unique customer experience and all operations smart and efficient in upcoming years. We also plan to introduce the marketplace business model to our customers by breaking new ground in our industry.

**You can find our digitalization awards in the "Highlights and Awards" section of our report.**



## DATA PRIVACY AND SECURITY

Ensuring the security of sensitive data (the data of our customers and employees, strategic plans, investment, and budget plans etc.) is highly important for us in today's retailing industry since many products and services are provided through digital processes. Within this scope, we carry out our activities carefully in order to prevent any probable violation or to keep its impact at minimum. We launch highly advanced applications for data privacy and security and take measures against violations. The Company did not have any data leakage or loss in 2021.

Our Legal, Information Security and CRM (Customer Relations Management) units investigate any data privacy and security breaches reported via our Call Center through our as soon as possible. For any errors attributable to the stores, on the other hand, our stores are also involved in the problem resolution process. In 2021, our Call Center received total 265 reports about potential customer privacy breaches. We investigated and resolved 90% of all notifications within the first 24 hours.



# OUR RISK AND OPPORTUNITY MANAGEMENT

(GRI 102-11; 201-2)

⏪ 11 minutes

The COVID-19 pandemic and challenging external factors led to delays in the global supply chain, and some global regulations such as the EU Green Deal point out that corporations must have a more resilient and sustainable supply chain. We maintain our operations with the awareness that sustainable growth is possible through effective handling, measurement and management of the risks and opportunities. As Teknosa, we take the measures for risk management as well as our opportunities into consideration at the time of handling our risks.

We continuously and systematically implement corporate risk management for effectively managing the risks we identify because of joint analyses made with our respective stakeholders. We try to adopt the risk culture across our Company by providing an assurance for the performance of the right work by taking a risk to the right extent. The **Early Detection of Risk Committee, acting** on behalf of our **Board of Directors**, is in charge of our Company's risk management system

The process audits for our Headquarter departments, on the other hand, are performed based the issues which are identified within the framework of our audit system, established by our Internal Audit Department through risk analyses, and communicated by the Audit Department of Sabancı

Holding (SAHOL). Our Internal Audit Department reports to the Audit Committee following the completion of process audits.

We have a software with which we can follow-up monitoring OHS risks. Besides monitoring the risks, we can keep our training and accident records, monitor compliance with the applicable OHS legislation and follow-up documents via this software by digitalizing all our OHS processes. Moreover, the Occupational Health and Safety unit monitors the risks in an updated manner and shares the same with the respective units.

We identified the measures and elimination methods corresponding to the risks as well as the opportunities by conducting a **Risk and Opportunity Identification Workshop** with interactive participation of our employees from relevant departments by addressing our company's risk exposure in 2021 under the main categories of **environmental, social, economic, technological, and operational risks**. We target to benefit from the opportunities by determining the actions to be taken for strengthening our operations at the point of finalized risk elimination. In upcoming years, we will carry on our studies with a focus on determining financial equivalences of risks and opportunities that we will identify in consideration of the recommendations of the **Task Force on Climate Related Financial Disclosures (TCFD)**.

RISK AREA	RELATED CAPITALS	RISK AND ITS DEFINITION	ACTIONS WE TAKE AGAINST THE RISKS	POSSIBLE OPPORTUNITIES
ENVIRONMENTAL	<p>Natural capital</p> <p>Financial capital</p>	<p><b>Extreme weather conditions and natural disasters:</b></p> <ul style="list-style-type: none"> <li>Flood in the stores or the logistics center due to heavy rain</li> <li>Delay in the operations due to earthquake, fire, and such other disasters</li> </ul> <p><b>Global temperature rises and air pollution:</b></p> <ul style="list-style-type: none"> <li>Difficulties in raw material and product supply due to the depletion of natural resources</li> <li>High and unexpected temperature increases</li> </ul>	<ul style="list-style-type: none"> <li>Performance of operational activities at the areas without the risk of flood</li> <li>Minimization of the impact of risk through means such as motor insurance and insurance</li> <li>Implementation of some practices which minimize physical impact of the risk such as air conditioning, insulation etc.</li> <li>Proper stock management and control</li> <li>Placement of orders and management of the product range based on weather forecasts</li> <li>Achievement of a more resilient supply chain</li> <li>Formation of a crisis management team</li> <li>Working with different suppliers for product supply</li> <li>Setting Net-Zero by 2050 goal for fighting against the climate crisis</li> </ul>	<ul style="list-style-type: none"> <li>Increase of online sales turnover</li> <li>Proactivity against the crisis</li> <li>Increase of the demand for air conditioning products and of the sales</li> <li>Increase of the sales of air cleaners</li> <li>Increase of environmentally friendly products and services</li> <li>Achievement of emission minimization and economic benefit through the water and energy saving initiatives launched</li> </ul>
SOCIAL	<p>Social and Relationship capital</p> <p>Human capital</p> <p>Financial capital</p>	<p><b>Retention of talents and insufficient number of talented employees;:</b></p> <ul style="list-style-type: none"> <li>Transfer of the employees to competitor firms, transfer of know-how</li> <li>Decrease in customer demands because of falling behind the competitors</li> <li>Occurrence of delays possibly damaging the operational excellence</li> <li>Increased personnel costs</li> </ul> <p><b>Management and business continuity planning:</b></p> <ul style="list-style-type: none"> <li>Failure to make strategic investments due to lack of effective resources and project planning</li> </ul> <p><b>Epidemics:</b></p> <ul style="list-style-type: none"> <li>Outbreak of a pandemic like the COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>Effective human resources management (provision of training and career development opportunities)</li> <li>Salary and benefits management</li> <li>Improvement of the recruitment processes</li> <li>Effective corporate risk management</li> <li>Organization-wide adoption of the corporate culture and climate change activities</li> <li>Continuity and development of the organizational employee redundancy system</li> <li>Activities intended for the strengthening of online sales</li> <li>Making the supply chain more resilient</li> <li>Organizing a crisis management team</li> </ul>	<ul style="list-style-type: none"> <li>Making transfers among the Group Companies</li> <li>Provision of trainings for the development of employees through Teknosa Academy</li> <li>Introduction of some practices for enhancing the development and satisfaction of employees such as postgraduate support, Teknosa Mother Mentors etc.</li> <li>Increase of online sales turnover</li> <li>Proactivity against the crisis</li> </ul>
ECONOMIC	<p>Financial capital</p>	<p><b>Exchange rate risk and financial uncertainty:</b></p> <ul style="list-style-type: none"> <li>Change in inflation rates and continuously updated price policies</li> </ul> <p><b>Cash flow:</b></p> <ul style="list-style-type: none"> <li>Imbalance between incomes and expenses due to the revenues not collected on time in an inflationist environment</li> </ul> <p><b>Interest rates:</b></p> <ul style="list-style-type: none"> <li>Uncertainties in corporate finance management and delays in making investment decisions</li> </ul> <p><b>Impairment of financial assets:</b></p> <ul style="list-style-type: none"> <li>Decrease in customers' demand due to falling behind the competitors</li> </ul> <p><b>Rental increase rates:</b></p> <ul style="list-style-type: none"> <li>Lease contracts based on the exchange rate</li> </ul>	<ul style="list-style-type: none"> <li>Effective financial risk management</li> <li>Determination of a fixed exchange rate following execution of exchange rate agreements</li> <li>Review of the risk management process of the Company</li> <li>Procurement of consultancy service for financial management</li> <li>Taking operational expenses under control following execution of exchange rate agreements</li> </ul>	<ul style="list-style-type: none"> <li>Advantageous product prices due to the fixed exchange rate</li> <li>Strengthening investor relations through sustainability initiatives</li> </ul>
TECHNOLOGICAL	<p>Intellectual capital</p> <p>Financial capital</p>	<p><b>Cyberattacks:</b></p> <ul style="list-style-type: none"> <li>Failure to meet any legal requirements such as the Law on the Protection of Personal Data (KVKK), Capital Market Board (CMB) etc.</li> <li>Incurring a loss due to the suspension of sales</li> </ul> <p><b>Concentration of competition in digital transformation:</b></p> <ul style="list-style-type: none"> <li>Decrease in customers' demands because of falling behind the competitors</li> <li>Increasing operational costs in Digital Label application</li> </ul> <p><b>Information security:</b></p> <ul style="list-style-type: none"> <li>Damage of the brand image and reliability</li> </ul> <p><b>Social media:</b></p> <ul style="list-style-type: none"> <li>Direct communication of stakeholders' concerns or negative stakeholder feedbacks with the rise of social media</li> <li>Receipt of social media comments which might damage the brand image and reliability</li> </ul>	<ul style="list-style-type: none"> <li>Making more investments and increasing the human resources available</li> <li>Review of the Company's risk management process</li> <li>offsetting digital transformation strategies</li> <li>Procurement of a consultancy service whenever required</li> <li>Constant development of the technical infrastructure</li> <li>Development of organizational digital competence and adoption of the innovation culture</li> <li>Enhancement of the competence of IT and CRM processes</li> <li>Management of social media accounts and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Investment in digital technologies of the new generation</li> <li>Development of software and tools specific to Teknosa in digital transformation processes</li> <li>Patent or copyright applications</li> <li>Joint agreements or collaborations with suppliers</li> <li>Development of software and hardware skills</li> <li>Social media's potential to strengthen stakeholder relations by offering an easy and fast communication platform</li> <li>More accurate use of the resources with the achievement of operational efficiency</li> </ul>

RISK AREA	RELATED CAPITALS	RISK AND ITS DEFINITION	ACTIONS WE TAKE AGAINST THE RISKS	POSSIBLE OPPORTUNITIES
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>POLITICAL AND LEGAL</b></p>	<p><b>Natural capital</b></p> <p><b>Social and Relationship capital</b></p> <p><b>Human capital</b></p> <p><b>Financial capital</b></p>	<p><b>Compliance with the applicable laws and regulations:</b></p> <ul style="list-style-type: none"> <li>Obligation to pay a fine due to noncompliance with the legal regulations</li> </ul> <p><b>Developing laws (carbon pricing mechanisms):</b></p> <ul style="list-style-type: none"> <li>Operational transformation for compliance with regulations such as the climate law and carbon pricing</li> <li>Increase of expenses due to additional taxes</li> </ul> <p><b>Risks related to the applicable laws and directives:</b></p> <ul style="list-style-type: none"> <li>Employee loss and management within the scope of EYT (Retirement Age Victims)</li> <li>Administrative fines imposed due to noncompliance with new legislations introduced as a result of the increase of intermediary service providers</li> </ul> <p><b>Risks related to foreign commercial activities:</b></p> <ul style="list-style-type: none"> <li>Updates to be made in the product range within the scope of the European Green Deal</li> </ul> <p><b>Price audit within the scope of the regulations of the Unfair Price Assessment Board (HFDK):</b></p> <ul style="list-style-type: none"> <li>Anti-competitive practices and obligation to pay a fine</li> </ul> <p><b>Violation of the data protection laws, leakage of confidential data:</b></p> <ul style="list-style-type: none"> <li>Failure to comply with the legal requirements such as the Law on the Protection of Personal Data (KVKK), Capital Market Board (CMB) etc.</li> <li>Damage of the brand image and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Procurement of a consultancy services for monitoring the applicable laws and directives</li> <li>Minimization of emissions</li> <li>Manufacture of environmentally friendly products</li> <li>Close follow-up of the agenda for the proposed law</li> <li>Working with associations and presenting our comments about the proposed law</li> <li>Organizing trainings for the respective stakeholders</li> <li>Enhancement of the competence of IT and CRM processes</li> <li>Increasing the number of qualified human resources</li> </ul>	<ul style="list-style-type: none"> <li>Acquisition of the opportunity to express an opinion in the process of close follow-up and preparation of laws and directives</li> <li>Achievement of operational excellence</li> </ul>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>OPERATIONAL</b></p>	<p><b>Manufactured capital</b></p> <p><b>Social and Relationship capital</b></p> <p><b>Financial capital</b></p>	<p><b>Changes in customers' preferences:</b></p> <ul style="list-style-type: none"> <li>Sustainability's influences purchase decisions</li> </ul> <p><b>Increasing raw material costs and risk of product availability:</b></p> <ul style="list-style-type: none"> <li>Decrease of product supply, and inability to meet customers' demands</li> </ul> <p><b>Uncertainty at the markets, new competitors and potential business losses:</b></p> <ul style="list-style-type: none"> <li>Decrease of customers' demands because of falling behind the competitors</li> <li>Impact of new competitors in the industry on the customer portfolio</li> </ul> <p><b>Business continuity:</b></p> <ul style="list-style-type: none"> <li>Stocks dropped below the critical level due to the delay in global supply chain</li> <li>Delay in operations because of violation of the legal requirements</li> </ul> <p><b>Occupational accidents:</b></p> <ul style="list-style-type: none"> <li>Occurrence of any incidents which might jeopardize operational continuity and employees' health and safety</li> </ul> <p><b>Supply chain:</b></p> <ul style="list-style-type: none"> <li>Stocks dropping below the critical level due to the delay in global supply chain</li> </ul> <p><b>Status of product stocks:</b></p> <ul style="list-style-type: none"> <li>Failure to use stock control mechanisms/tools effectively</li> </ul> <p><b>Customer satisfaction:</b></p> <ul style="list-style-type: none"> <li>Social media comments which might damage the brand image and reliability</li> </ul>	<ul style="list-style-type: none"> <li>Expansion of sustainable products and services</li> <li>Review and improvement of the Company's risk management process</li> <li>Procurement of a consultancy service for monitoring the applicable laws and directives</li> <li>Taking measures for occupational health and safety (OHS)</li> <li>Organization-wide adoption of the OHS culture</li> <li>Our Occupational Health and Safety Risk Assessment Procedure</li> <li>Expansion of the supply chain and working with more suppliers</li> <li>Making the supply chain more resilient and procurement from different suppliers</li> <li>Development of corporate resource management systems</li> <li>Social media and reputation management</li> </ul>	<ul style="list-style-type: none"> <li>Increase of the turnover earned from sustainable products and services</li> <li>Strengthening of the supply chain by expanding the supply network</li> <li>Occurrence of business losses also in competitor firms and evaluation of the personnel pool</li> <li>Having bargaining power in purchases</li> <li>Opportunity to express an opinion in the process of close follow-up and preparation of laws and directives</li> <li>Proper utilization of the resources after assuring operational efficiency</li> </ul>

# OUR POSITION IN THE INDUSTRY, TRENDS AND OUR FUTURE EXPECTATIONS

8 minutes

## OUR POSITION IN THE INDUSTRY

The needs and demands of our customers changed and online shopping stood out in our lives as a result of the COVID-19 pandemic breaking out in 2020 with its impacts all over the world. We protected our employees and customers against any negative impacts of the

COVID-19 pandemic and raised their awareness by setting hygiene and distance rules right at the beginning of the process. Besides, we carried out some activities to ensure adaptation to the increasing and changing customer demands and to the pandemic conditions in our stores and

online channels. Within this scope, we maintained uninterrupted customer experience by providing online shopping service to our customers via [teknosa.com](https://teknosa.com) established with our resilient and strong infrastructure in parallel with the needs of our customers.



## STRUCTURE OF THE CONSUMER TECHNOLOGY PRODUCTS MARKET (PANEL MARKET)

- Chain stores
- .....
- Conventional channel
- .....
- Computer stores
- .....
- Telecom dealers
- .....
- Technology supermarkets





In 2021, we witnessed that the conventional technology retailing, which downsized due to the pandemic, started to grow back in the normalization period and the share of e-commerce increased throughout the year. Thus, we continued to provide service to our customers through our online platforms and stores during 2021. We deepened our digitalization and transformation initiatives and always maintained our investments despite the challenging conditions in the reporting year.

According to the **Technology Retail Panel Study** conducted by the independent survey company, the consumer electronics market including white goods and small home appliances grew by 27.2% in 2021.

In parallel with this, the following rates were achieved in Teknosa in 2021:

- According to the review made based on product range, the highest growth in the consumer technology products market was in our small home appliances category with the rate of 45.4%.
- This growth was followed by our white goods category with 34.9% (including air-conditioner), consumer electronics category with 26.9%, telecom category with 26.9% and information technologies category with 26.9%.

We keep creating a difference in our industry thanks to our digitalization and customer-oriented transformation programs whose number has been increasing since our foundation. Thanks to our

products and services offering benefits to our stakeholders and launched in the industry for the first time, we continue to strengthen our position as the technology retail chain closest to our customers through **our wide store network in Türkiye**, [teknosa.com](https://www.teknosa.com) and **mobile platforms** under uncertain and challenging conditions that dominate the global economy.

### TRENDS AND OUR FUTURE EXPECTATIONS

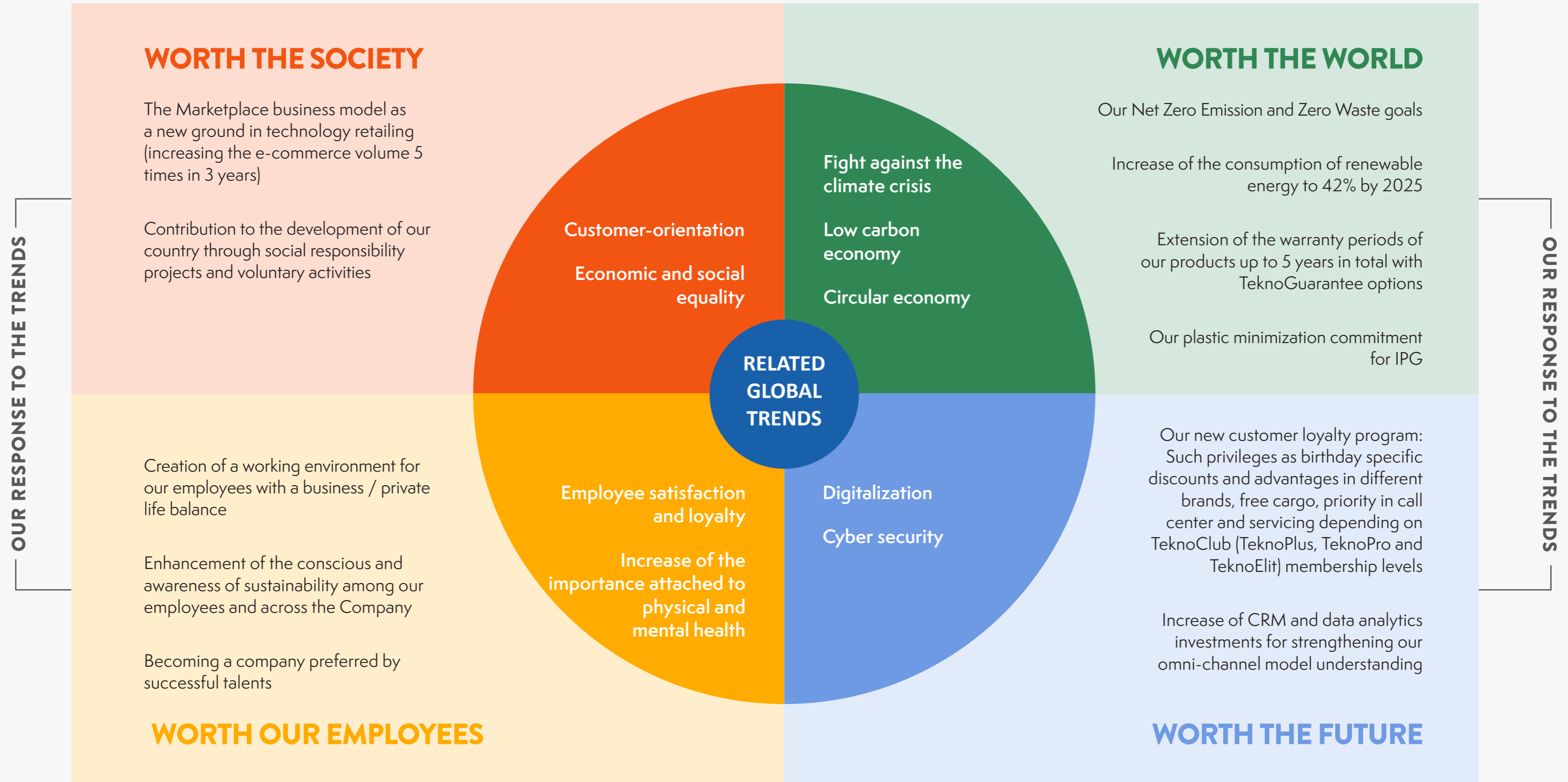
As Teknosa, we closely follow the trends and requirements which steer the industry by reviewing the works concerning the technology retailing

industry in the world and in our country. Within the frame of compliance with the legal regulations, we analyze any revisions in the directives and the way any new directives will affect our customers. We clearly observed that the changes in legal instalment periods depending on different product categories, which were made within the scope of the "Directive on the Amendment of the Directive for Bank Cards and Credit Cards" and the "Directive on the Amendment of the Directive for Credit Transactions of Banks" as published in the Official Gazette during the year, affected the demands of our customers.

Additionally, we shape our future expectations in consideration of the local and global trends, and we

guarantee to maintain our activities in Teknosa in compliance with these trends in upcoming years. In Teknosa, we determine our future expectations under the vision of "Teknosa of New Generation" so that we can respond to the basic trends affecting our industry with the sustainability focus areas on Worth Our Employees, Worth the Society, Worth the World and Worth the Future. When we set our goals and expectations, we give priority to our products and services, all complying with the dynamics of the future. Our goal is to have a position as a business partner creating sustainable value for all our stakeholders, including our customers and employees in upcoming periods.







# ANNEXES

PERFORMANCE TABLES

MEMBERSHIPS AND COLLABORATIONS

GRI CONTENT INDEX

REPORTING GUIDANCE

ASSURANCE STATEMENT

# PERFORMANCE TABLES

(GRI 102-8; 201-1; 201-4; 204-1; 205-2; 302-1; 302-3; 302-4; 302-5; 305-1; 305-2; 305-3; 305-4; 306-3; 306-4; 306-5; 401-1; 401-3; 403-2; 403-5; 403-9; 403-10; 404-1; 404-3)

7 minutes

## ENVIRONMENTAL PERFORMANCE INDICATORS

ENERGY SAVING	2019	2020	2021
Total Energy Savings (kWh)	219,041	2,174,746	☑ 3,117,661
Total Greenhouse Gas Reduction (ton CO <sub>2</sub> e)	91,274	906,217	☑ 1,304,461
Total Energy Savings (TRY)	153,041	1,748,280	☑ 3,273,543,95

SAVINGS AND REDUCTIONS BASED ON ENVIRONMENTAL INVESTMENTS	2019	2020	2021
Environmental Benefit (kWh)	219,041	2,174,746	☑ 3,117,661
Environmental Benefit (ton CO <sub>2</sub> e)	91,274	906,217	☑ 1,304,461
Financial Savings (TL)	153,328	1,748,280	☑ 3,273,543,95

INCOME FROM ENVIRONMENTALLY FRIENDLY PRODUCTS AND SERVICES (TRY)	2019	2020	2021
Total Revenue from Environmental Impact Reducing Products	19,909,390	28,952,354	☑ 33,768,918
Total Revenue from Services Contributing to Environmental Impact Mitigation	99,891,253	119,736,424	☑ 179,450,519
<b>Total</b>	<b>119,800,643</b>	<b>148,688,778</b>	<b>213,219,437</b>

## SOCIAL PERFORMANCE INDICATORS

EMPLOYEES BY GENDER AND CATEGORY	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Headquarters Employees	138	234	146	250	179	269
Store Employees	407	1,491	429	1,512	407	1,446
Number of Disabled Employees	5	41	5	41	5	43

EMPLOYEES BY AGE GROUP AND GENDER	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Under 30	254	554	247	482	205	409
Ages 30-50	289	1,164	326	1,270	378	1,295
Over 50	2	7	2	10	3	11

AVERAGE NUMBER OF EMPLOYEES*	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Headquarter	131	233	137	243	160	262
Store	397	1,437	425	1,525	412	1,453

\* Represents the Average Number of Employees Obtained by Taking the Number of Employees at the End of Each Month and dividing by 12.

PERCENTAGE OF FEMALE EXECUTIVES BY MANAGER LEVEL (%)	2019	2020	2021
First – Level Female Executive	24	22	☑ 10
Mid – Level Female Executive	38	34	☑ 43
Senior Female Executive	15	21	☑ 37

NUMBER OF EXECUTIVES	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Under 30	20	14	16	8	3	1
Ages 30-50	93	356	108	372	62	104
Over 50	1	7	1	7	0	7
<b>Total</b>	<b>114</b>	<b>377</b>	<b>125</b>	<b>387</b>	<b>65</b>	<b>112</b>

NUMBER OF FEMALE EMPLOYEES	2019	2020	2021
Female Executive Working in Income Generating Functions*	21	20	☑ 21
Female Executive Working in STEM (IT, Engineering, Etc.) Roles	7	6	☑ 10

\* Store Managers were Recruited from the Store Channel and Regional Managers with C Segments in the Head Office were also included.

## SOCIAL PERFORMANCE INDICATORS

NUMBER OF EMPLOYEES BY YEARS	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
For 0-5 Years	313	888	317	808	326	807
For 5-10 Years	135	511	153	591	143	474
10 Years and Over	97	326	105	363	117	434

NUMBER OF RECRUITMENT BY AGE	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Under 30	108	294	109	190	☑ 97	☑ 219
Ages 30-50	35	157	33	122	☑ 59	☑ 147
Over 50	0	1	0	2	☑ 0	☑ 2
<b>Total</b>	<b>143</b>	<b>452</b>	<b>142</b>	<b>314</b>	<b>156</b>	<b>368</b>

NUMBER OF RECRUITMENT BY EXECUTIVE LEVEL	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
First-Level	6	12	10	10	☑ 21	☑ 15
Mid-Level	3	6	5	5	☑ 8	☑ 12
Executive	0	2	0	2	☑ 1	☑ 2
<b>Total</b>	<b>9</b>	<b>20</b>	<b>15</b>	<b>17</b>	<b>30</b>	<b>29</b>

NUMBER OF EMPLOYEES' LEFT BY AGE	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Under 30	95	221	69	150	☑ 82	☑ 176
Ages 30-50	57	245	43	127	☑ 63	☑ 238
Over 50	0	2	0	2	☑ 0	☑ 1
<b>Total</b>	<b>152</b>	<b>468</b>	<b>112</b>	<b>279</b>	<b>145</b>	<b>415</b>

NUMBER OF EMPLOYEES' LEFT BY EXECUTIVE LEVEL	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
First-Tier (N-1)	1	2	1	1	☑ 2	☑ 0
Mid-Tier (N-2)	0	7	1	0	☑ 0	☑ 1
Senior (N-3)	3	4	2	1	☑ 6	☑ 10
<b>Total</b>	<b>4</b>	<b>13</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>8</b>

NUMBER OF EMPLOYEES LEFT VOLUNTARY	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Under 30	58	107	47	88	☑ 64	☑ 121
Ages 30-50	23	84	23	91	☑ 28	☑ 131
Over 50	0	0	0	0	☑ 0	☑ 1
<b>Total</b>	<b>81</b>	<b>191</b>	<b>70</b>	<b>179</b>	<b>92</b>	<b>253</b>

## SOCIAL PERFORMANCE INDICATORS

VOLUNTARY NUMBER OF EMPLOYEES LEFT VOLUNTARY BY EXECUTIVE LEVEL	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
First-Tier (N-1)	0	1	0	0	☑ 0	☑ 0
Mid-Tier (N-2)	0	2	3	0	☑ 0	☑ 0
Senior (N-3)	2	0	2	1	☑ 0	☑ 3
<b>Total</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>

TOTAL EMPLOYEE TURNOVER RATES (%)	2019	2020	2021
Under 30	39	30	☑ 39
Ages 30-50	21	11	☑ 19
Over 50	22	17	☑ 7
Female	28	19	☑ 25
Male	27	16	☑ 24
First-Tier (N-1)	18	11	☑ 20
Mid-Tier (N-2)	11	1	☑ 2
Senior (N-3)	3	1	☑ 13

VOLUNTARY EMPLOYEE' LEFT TURNOVER RATES (%)	2019	2020	2021
Under 30	20	19	☑ 30
Ages 30-50	7	7	☑ 10
Over 50	0	0	☑ 7
Female	15	12	☑ 16
Male	11	10	☑ 15
First-Tier (N-1)	6	0	☑ 0
Mid-Tier (N-2)	0	0	☑ 0
Senior (N-3)	1	1	☑ 3

MATERNITY / PARENTAL LEAVE	2019		2020		2021	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Number of Employees on Maternity/Paternity Leave	32	146	22	67	☑ 30	☑ 95
Number of Employees Returning to Work After the End of Maternity/Paternity Leave	29	131	22	67	☑ 28	☑ 95
Number of Employees Returning to Work After Maternity/Paternity Leave and Continuing to Work for a Minimum of 12 Months	25	131	17	60	☑ 21	☑ 89

## SOCIAL PERFORMANCE INDICATORS

TRAINING HOURS OF EMPLOYEES (PERSON*HOUR)	2021	
	FEMALE	MALE
Headquarters Employees	4,215	15,309
Store Employees, E-training	1,762	6,521
Headquarters Employees	2,658	4,896
Headquarters Employees, E-training	256	1,805
Senior Management	0	265
Senior Management, E-training	0	24

TRAINING HOURS OF EMPLOYEES	2021	
	FEMALE	MALE
Ethical Principles Training Hour*	☑ 12	☑ 3
Anti-Bribery and Anti-Corruption Training Hour*	☑ 12	☑ 3
Equality, Equal Opportunity, Inclusion Training Hour**	☑ 330	☑ 428
Sustainability and Environmental Education Hour	☑ 0	☑ 52

\* SA-Ethics Trainings Delivered by Sabancı Academy.

\*\* Trainings received from Korn Ferry Company.

COST OF TRAININGS (TL)	2021
Total Cost of Trainings	☑ 2,621,721
Average Annual Training Cost per Employee	☑ 1,139

OCCUPATIONAL HEALTH AND SAFETY	2019	2020	2021
Total Working Hours	4,718,153	3,795,704	☑ 4,394,477
Number of Accidents	22	21	☑ 14
Number of Fatal Cases	0	0	☑ 0
Number of Occupational Diseases	0	0	☑ 0
Absenteeism Due to Accident (Days)	56	18	☑ 33
Absence (Days)	18,199	14,744	☑ 49,947
Lost Workday Rate (%)	2.3	0.94	☑ 1.5
Accident Frequency Rate*	0.9	1.1	0.6

\* Calculated with the Formula (Total Occupational Accidents\*200,000/Total Working Hours)



## SOCIAL PERFORMANCE INDICATORS

OCCUPATIONAL HEALTH AND SAFETY SUBCONTRACTOR EMPLOYEES (PERSON*HOUR)	2019	2020	2021
Number of Accidents	3	7	3
Number of Fatal Cases	0	0	0
Number of Occupational Diseases	0	0	0
Absenteeism Due to Accident (Days)	0	15	7
Absence (Days)	0	0	0

NUMBER OF COMPLAINTS REGARDING VIOLATION OF CUSTOMER PRIVACY AND LOSS OF CUSTOMER DATA	
ERROR SOURCE	NUMBER OF NOTIFICATIONS
Store	97
Customer	59
Systemic	38
Not Detected	29
No Errors Found	19
Warehouse	9
Call Center	7
CRM	5
Authorized Service	2
<b>Grand Total</b>	<b>265</b>

## ECONOMIC PERFORMANCE INDICATORS

ENVIRONMENTAL INVESTMENTS AND EXPENDITURES	2019	2020	2021
Environmental Expenditures (TRY)	220,101	2,458,774	☑ 1,679,479
Legally Mandatory Expenditures (TRY) *	128,607	927,631	☑ 1,294,479
Expenditures that are not required by law (TRY) **	91,494	1,531,143	☑ 385,000
<b>Environmental Investments (TRY) ***</b>	<b>12,662,723</b>	<b>11,457,782</b>	<b>11,534,172</b>

\* Recovery Contribution Share (GEKAP),

\*\* LED and automation expenditures,

\*\*\* GEKAP, LED and Automation, teknosa.com investments

OUR ECONOMIC VALUE GENERATED AND DISTRIBUTED	AMOUNT (TRY)	DISTRIBUTION (%)
<b>Economic Value Generated</b>	<b>7,520,078,845</b>	<b>100</b>
Turnover from Wholesale-B2B Sales	97,301,447	1.29
Turnover from Other Sales	7,422,777,398	98.71
<b>Economic Value Distributed*</b>	<b>9,658,427,320</b>	<b>100</b>
Total Operating Expenses	764,714,148	7.92
Marketing, Advertising Expenses	66,205,787	0.69
Total Payments to Suppliers**	8,574,504,435	88.78
Employee Expenses and Benefits Payments	244,062,342	2.53
Payments to the Government (Tax, etc.)	7,941,953	0.08
Community Investments and Donations***	998,655	0.01
Financial Aid Received from the State****		13,156,452

\* There are no payments made to capital providers (dividend payments).

\*\*8,303,026,074 TRY was paid to local suppliers.

\*\*\* Donations made within the scope of philanthropy, investments and sponsorships in the field of corporate social responsibility are consolidated.




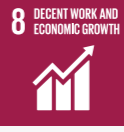













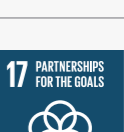
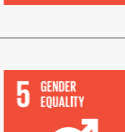

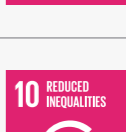
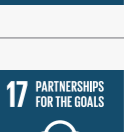


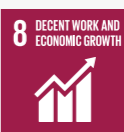







\*\*\*\*SSK tax incentives are included in the scope of financial aid received from the state.



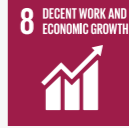


















# MEMBERSHIPS AND COLLABORATIONS

(GRI 102-12; 102-13)

 6 minutes

RELATED STAKEHOLDER	ROLE OF TEKNOSA	OUTPUT	RELATED MATERIAL ISSUE	CONTRIBUTED SDG
<b>Sabancı Holding</b>	Project Development Active Participant	Sabancı Cumhuriyet Seferberliği Sabancı Volunteers Business Plastics Initiative Commitments	Creating Social Value, Effective Waste Management, Fight Against the Climate Change, Stakeholder Communications and Collaborations	     
<b>EURONICS</b>	Membership	Active Participation	Fight Against the Climate Change, Stakeholder Communications and Collaborations	 
<b>Kategori Mağazacılığı Association (KMD)</b>	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
<b>United Brands Association (BMD)</b>	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
<b>Elektronik Ticaret İşletmecileri Association (ETİD)</b>	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
<b>Kurumsal İletişimciler Association (KİD)</b>	Membership	Active Participation	Our Customer-Oriented Approach, Stakeholder Communications and Collaborations	
<b>Reklam Verenler Association (RVD)</b>	Membership	Active Participation	Our Customer-Oriented Approach, Stakeholder Communications and Collaborations	

RELATED STAKEHOLDER	ROLE OF TEKNOSA	OUTPUT	RELATED MATERIAL ISSUE	CONTRIBUTED SDG
<b>Turkish Investor Relations Society (TÜYİD)</b>	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
<b>Chambers of Commerce</b>	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
<b>Enerjisa Enerji</b>	Project Development	LED Conversion Adana Sabancı Business Center Roof SPP Project	Fight Against the Climate Change, Stakeholder Communications and Collaborations	   
<b>United Nations Global Compact (UNGC), Women's Empowerment Principles (WEPs)</b>	Signatory	Regular Reporting	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	   
<b>Women on Board Association Türkiye (WOB Türkiye)</b>	Active Participant	Participation as a Mentee	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	   
<b>Yanıdayız Derneği</b>	Membership	Active Participation	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	   
<b>Lead Network</b>	Membership	Active Participation	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	   
<b>Sabancı Foundation</b>	Project Development	Technology for Women, Solidarity for All	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	    
<b>Federation of Women Associations of Türkiye</b>	Project Development	Technology for Women, Solidarity for All	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	    

RELATED STAKEHOLDER	ROLE OF TEKNOSA	OUTPUT	RELATED MATERIAL ISSUE	CONTRIBUTED SDG
Habitat Association	Project Development	Technology for Women	Creating Social Value, Equality and Inclusivity, Stakeholder Communications and Collaborations	    
Sabancı University Corporate Governance Forum	Membership	Business Against Domestic Violence	Creating Social Value, Stakeholder Communications and Collaborations	   
Askıda Ne Var	Membership	Technology Support for Youth	Creating Social Value, Stakeholder Communications and Collaborations	 
Turkish Industry & Business Association (TÜSİAD) / Environment and Climate Change Round Table	Active Participant	Active Participation	Fight Against the Climate Change, Stakeholder Communications and Collaborations	 
Business Council for Sustainable Development Türkiye / Circular Economy Platform (BCSD Türkiye)	Project Development	Preliminary Evaluation Report for Increasing E-waste Collection Amount	Effective Waste Management, Fight Against the Climate Change, Stakeholder Communications and Collaborations	 
Air Conditioning and Refrigeration Manufacturers' Association (İSKİD)	Membership	Active Participation	Strong Financial Performance, Stakeholder Communications and Collaborations	
The Boston Consulting Group (BCG)	Project Development	Marketplace Model	Digitalization, Stakeholder Communications and Collaborations	 
Association of Children with Cerebral Palsy (SERÇEV)	Donor	Education and Health Support for Children	Creating Social Value, Stakeholder Communications and Collaborations	 
Türkiye SMA Foundation	Donor	Technological Product Support for Children	Creating Social Value, Stakeholder Communications and Collaborations	 

RELATED STAKEHOLDER	ROLE OF TEKNOSA	OUTPUT	RELATED MATERIAL ISSUE	CONTRIBUTED SDG
<b>Türkiye Korunmaya Muhtaç Çocuklar Association (Koruncuk Association)</b>	Donor	Technological Product Support for Children Give Hand to Education Support for the Let My Dream Come True Project	Creating Social Value, Stakeholder Communications and Collaborations	   
<b>Istanbul Metropolitan Municipality</b>	Donor	Contribution to the Mother & Baby Support Package	Creating Social Value, Stakeholder Communications and Collaborations	 
<b>Çorbada Tuzun Olsun Association</b>	Volunteer Participant	Food Distribution to Those in Need	Creating Social Value, Stakeholder Communications and Collaborations	   
<b>Toplum Gönüllüleri Foundation (TOG)</b>	Donor	Support for Community Volunteer Youth	Creating Social Value, Stakeholder Communications and Collaborations	 
<b>Darüşşafaka Society</b>	Donor	Support for Equal Opportunity in Education	Creating Social Value, Stakeholder Communications and Collaborations	  
<b>Mother Child Education Foundation (AÇEV)</b>	Donor	Support for a Future That Reads Project	Creating Social Value, Stakeholder Communications and Collaborations	  
<b>Herkese Kitap Foundation</b>	Donor	Donating Books to Children in Need	Creating Social Value, Stakeholder Communications and Collaborations	  
<b>Parıltı Görmeyen Çocuklara Destek Association</b>	Donor	Support for Blind and Low Vision in Children	Creating Social Value, Stakeholder Communications and Collaborations	 

# GRI CONTENT INDEX

(GRI 102-41; 102-48; 102-49; 102-55)

⏪ 15 minutes

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

The service was performed on the Turkish version of the report.



GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Organizational Profile</b>		
	102-1 Name of the organization	About the Report, p. 4
	102-2 Activities, brands, products, and services	Teknosa at a Glance, p. 13
	102-3 Location of headquarters	Communication, back cover
	102-4 Number of countries in which the organization operates and the names of countries where the organization has significant activities or that are relevant to the sustainability topics covered in the report	Teknosa at a Glance, p. 13
	102-5 Ownership and legal form	Our Strong Financial Performance, p. 32
	102-6 Markets served	Teknosa at a Glance, p. 13
	102-7 Scale of the organization	Teknosa at a Glance, p. 13; Our Strong Financial Performance, p. 32
	102-8 Information on employees and other workers	Teknosa at a Glance, p. 13; Performance Tables, p. 76

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Organizational Profile</b>		
	102-9 Supply chain	Our Supply Chain, p. 24
	102-10 Significant changes to the organization and its supply chain	GRI Content Index: Teknosa 2021 Sustainability Report is the first sustainability report of the entity.
	102-11 Precautionary Principle or approach	Our Risk and Opportunity management, p. 69
	102-12 External initiatives	Memberships and Collaborations, p. 83
	102-13 Membership of associations	Memberships and Collaborations, p. 83
<b>Strategy</b>		
	102-14 Statement from senior decision-maker	Letter from the Chairman of the Board of Directors, p. 6; Letter from the General Manager, p. 8; Letter from the Assistant General Manager of Human Resources and Sustainability, p. 10
<b>Ethics and Integrity</b>		
	102-16 Values, principles, standards, and norms of behavior	Teknosa at a Glance, p. 13; Our Ethical Codes of Conduct, p. 34
<b>Governance</b>		
	102-18 Governance structure	Our Corporate Governance, p. 27; Our Sustainability Management, p. 30
<b>Stakeholder Engagement</b>		
	102-40 List of stakeholder groups	Communication with Our Stakeholders, p. 49
	102-41 Collective bargaining agreements	GRI Content Index: There is no collective bargaining at Teknosa.



GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Stakeholder Engagement</b>		
	102-42 Identifying and selecting stakeholders	Communication with Our Stakeholders, p, 49
	102-43 Approach to stakeholder engagement	Communication with Our Stakeholders, p, 49
	102-44 Key topics and concerns raised	Our Material Issues, p, 19
<b>Reporting Practices</b>		
	102-45 Entities included in the consolidated financial statements	About the Report, p. 4
	102-46 Defining report content and topic Boundaries	About the Report, p. 4
	102-47 List of material topics	Our Material Issues, p, 19
	102-48 Restatements of information	GRI Content Index: Teknosa 2021 Sustainability Report is the first sustainability report of the entity.
	102-49 Changes in reporting	GRI Content Index: Teknosa 2021 Sustainability Report is the first sustainability report of the entity.
	102-50 Reporting period	About the Report, p. 4
	102-51 Date of most recent report	GRI Content Index: Teknosa 2021 Sustainability Report is the first sustainability report of the entity.
	102-52 Reporting cycle	About the Report, p. 4
	102-53 Contact prior for questions regarding the report	About the Report, p. 4

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Reporting Practices</b>		
	102-54 Claims of reporting in accordance with the GRI Standards	About the Report, p. 4
	102-55 GRI content index	GRI Content Index, p. 87
	102-56 External assurance	Limited Assurance Statement, p. 101
<b>GRI 200: ECONOMIC PERFORMANCE SERIES 2016</b>		
<b>Economic Performance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Strong Financial Performance, p. 32
	103-2 The management approach and its components	Our Strong Financial Performance, p. 32
	103-3 Evaluation of the management approach	Our Strong Financial Performance, p. 32
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Our Strong Financial Performance, p. 32; Performance Tables, p. 76
	201-2 Financial Implications and other risks and opportunities due to climate change	Our Risk and Opportunity Management, p. 69
	201-4 Financial assistance received from government	Our Strong Financial Performance, p. 32; Performance Tables, p. 76
<b>Market Presence</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Corporate Governance, p. 27
	103-1 Explanation of the material topic and its Boundary	Our Corporate Governance, p. 27
	103-3 Evaluation of the management approach	Our Corporate Governance, p. 27

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 200: ECONOMIC PERFORMANCE SERIES 2016</b>		
<b>Market Presence</b>		
<b>GRI 103: Management Approach 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Equality, Diversity and Inclusivity, p. 40
	202-2 Proportion of senior management hired from the local community	Our Corporate Governance, p. 27
<b>Indirect Economic Impacts</b>		
<b>GRI 103: Yönetim Yaklaşımı 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Social Contributions, p. 50
	103-2 The management approach and its components	Our Social Contributions, p. 50
	103-3 Evaluation of the management approach	Our Social Contributions, p. 50
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Equality, Diversity and Inclusivity, p. 40; Our Social Contributions, p. 50
	203-2 Significant indirect economic impacts	Equality, Diversity and Inclusivity, p. 40; Our Social Contributions, p. 50
<b>Procurement Practices</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Supply Chain, p. 24
	103-2 The management approach and its components	Our Supply Chain, p. 24
	103-3 Evaluation of the management approach	Our Supply Chain, p. 24
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	Our Supply Chain, p.24; Performance Tables, p.76

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 200: ECONOMIC PERFORMANCE SERIES 2016</b>		
<b>Anti-corruption</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Ethical Codes of Conduct, p. 34
	103-2 The management approach and its components	Our Ethical Codes of Conduct, p. 34
	103-3 Evaluation of the management approach	Our Ethical Codes of Conduct, p. 34
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Our Ethical Codes of Conduct, p. 34
	205-2 Communication and training about anti-corruption policies and procedures	Our Ethical Codes of Conduct, p. 34; Performance Tables, p. 76
	205-3 Confirmed incidents of corruption and actions taken	Our Ethical Codes of Conduct, p. 34
<b>Anti-competitive Behavior</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Ethical Codes of Conduct, p. 34
	103-2 The management approach and its components	Our Ethical Codes of Conduct, p. 34
	103-3 Evaluation of the management approach	Our Ethical Codes of Conduct, p. 34
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our Ethical Codes of Conduct, p. 34
<b>Tax</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Strong Financial Performance, p. 32
	103-2 The management approach and its components	Our Strong Financial Performance, p. 32
	103-3 Evaluation of the management approach	Our Strong Financial Performance, p. 32

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 200: ECONOMIC PERFORMANCE SERIES 2016</b>		
<b>Tax</b>		
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	Our Strong Financial Performance, p. 32
	207-2 Tax governance, control and risk management	Our Strong Financial Performance, p. 32
	207-3 Stakeholder engagement and management of concerns related to tax	Our Strong Financial Performance, p. 32
<b>GRI 300: ENVIRONMENTAL STANDARDS SERIES 2016</b>		
<b>Energy</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p.63
	103-2 The management approach and its components	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p.63
	103-3 Evaluation of the management approach	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p.63
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Our Fight Against the Climate Change, p. 57; Performance Tables, p. 76
	302-3 Energy intensity	Our Fight Against the Climate Change, p. 57; Performance Tables, p. 76
	302-4 Reduction of energy consumption	Our Fight Against the Climate Change, p.57; Performance Tables, p.76
	302-5 Reduction of energy requirements of products and services	Our Fight Against the Climate Change, p. 57; Our Environmentally Friendly Product and Services, p. 63; Performance Tables, p. 76
<b>Water and Effluents</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Fight Against the Climate Change, p. 57
	103-2 The management approach and its components	Our Fight Against the Climate Change, p. 57
	103-3 Evaluation of the management approach	Our Fight Against the Climate Change, p. 57

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 300: ENVIRONMENTAL STANDARDS SERIES 2016</b>		
<b>Water and Effluents</b>		
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	Our Fight Against the Climate Change, p. 57
	303-2 Management of water discharge-related impacts	Our Fight Against the Climate Change, p. 57
	303-4 Water discharge	Our Fight Against the Climate Change, p. 57
	303-5 Water consumption	Our Fight Against the Climate Change, p. 57
<b>Emissions</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p,63
	103-2 The management approach and its components	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p,63
	103-3 Evaluation of the management approach	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p,63
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Our Fight Against the Climate Change, p.57; Performance Tables, p,.76
	305-2 Energy indirect (Scope 2) GHG emissions	Our Fight Against the Climate Change, p.57; Performance Tables, p,.76
	305-3 Other indirect (Scope 3) GHG emissions	Our Fight Against the Climate Change, p.57; Performance Tables, p,.76
	305-4 GHG emissions intensity	Our Fight Against the Climate Change, p.57; Performance Tables, p,.76
	305-5 Reduction of GHG emissions	Our Fight Against the Climate Change, p.57; Our Environmentally Friendly Product and Services, p,63

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 300: ENVIRONMENTAL STANDARDS SERIES 2016</b>		
<b>Waste</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Waste Management and Circular Economy, p.61
	103-2 The management approach and its components	Our Waste Management and Circular Economy, p.61
	103-3 Evaluation of the management approach	Our Waste Management and Circular Economy, p.61
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Our Waste Management and Circular Economy, p.61
	306-2 Management of significant waste-related impacts	Our Waste Management and Circular Economy, p.61
	306-3 Waste generated	Our Waste Management and Circular Economy, p,61 ; Performance Tables, p,76
	306-4 Waste diverted from disposal	Our Waste Management and Circular Economy, p,61 ; Performance Tables, p,76
	306-5 Waste directed to disposal	Our Waste Management and Circular Economy, p,61 ; Performance Tables, p,76
<b>Environmental Compliance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Fight Against the Climate Change, p.57
	103-2 The management approach and its components	Our Fight Against the Climate Change, p.57
	103-3 Evaluation of the management approach	Our Fight Against the Climate Change, p.57
<b>GRI 307: Environmental Compliance 2016</b>	307-1 Non-compliance with environmental laws and regulations	Our Fight Against the Climate Change, p.57

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 400: SOCIAL STANDARD SERIES 2016</b>		
<b>Employment</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Employee-Oriented Approach, p.38
	103-2 The management approach and its components	Our Employee-Oriented Approach, p.38
	103-3 Evaluation of the management approach	Our Employee-Oriented Approach, p.38
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Performance Tables, p.76
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Employee-Oriented Approach, p.38
	401-3 Parental leave	Our Employee-Oriented Approach, p.38; Performance Tables, p.76
<b>Labor/Management Relations</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Employee-Oriented Approach, p.38
	103-2 The management approach and its components	Our Employee-Oriented Approach, p.38
	103-3 Evaluation of the management approach	Our Employee-Oriented Approach, p.38
<b>GRI 402: Labor / Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	Our Employee-Oriented Approach, p.38
<b>Occupational Health and Safety</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Health and Safety of Our Employees, p.46
	103-2 The management approach and its components	Health and Safety of Our Employees, p.46
	103-3 Evaluation of the management approach	Health and Safety of Our Employees, p.46



GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 400: SOCIAL STANDARD SERIES 2016</b>		
<b>Occupational Health and Safety</b>		
<b>GRI 403: İş Sağlığı ve Güvenliği 2018</b>	403-1 Occupational health and safety management system	Health and Safety of Our Employees, p.46
	403-2 Hazard identification, risk assessment, and incident investigation	Our Employee-Oriented Approach, p.38 ; Performance Tables, p.76
	403-3 Occupational health services	Our Employee-Oriented Approach, p.38
	403-4 Worker participation, consultation, and communication on occupational health and safety	Our Employee-Oriented Approach, p.38
	403-5 Worker training on occupational health and safety	Our Employee-Oriented Approach, p.38 ; Performance Tables, p.76
	403-6 Promotion of worker health	Our Employee-Oriented Approach, p.38
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	Our Employee-Oriented Approach, p.38
	403-9 Work-related injuries	Our Employee-Oriented Approach, p.38 ; Performance Tables, p.76
	403-10 Work-related ill health	Our Employee-Oriented Approach, p.38 ; Performance Tables, p.76
<b>Training and Education</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Performance and Talent Management, p.42
	103-2 The management approach and its components	Performance and Talent Management, p.42
	103-3 Evaluation of the management approach	Performance and Talent Management, p.42
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Performance and Talent Management, p.42 ; Performance Tables, p.76
	404-2 Programs for upgrading employee skills and transition assistance programs	Performance and Talent Management, p.42
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance and Talent Management, p.42 ; Performance Tables, p.76

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 400: SOCIAL STANDARD SERIES 2016</b>		
<b>Diversity and Equal Opportunity</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Equality, Diversity and Inclusivity, p.40
	103-2 The management approach and its components	Equality, Diversity and Inclusivity, p.40
	103-3 Evaluation of the management approach	Equality, Diversity and Inclusivity, p.40
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Our Corporate Governance, p.27 ; Equality, Diversity and Inclusivity, p.40
	405-2 Ratio of basic salary and remuneration of women to men	Equality, Diversity and Inclusivity, p.40
<b>Non-Discrimination</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Equality, Diversity and Inclusivity, p.40
	103-2 The management approach and its components	Equality, Diversity and Inclusivity, p.40
	103-3 Evaluation of the management approach	Equality, Diversity and Inclusivity, p.40
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	Equality, Diversity and Inclusivity, p.40
<b>Child Labor</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Employee-Oriented Approach, p.38
	103-2 The management approach and its components	Our Employee-Oriented Approach, p.38
	103-3 Evaluation of the management approach	Our Employee-Oriented Approach, p.38
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Our Employee-Oriented Approach, p.38

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 400: SOCIAL STANDARD SERIES 2016</b>		
<b>Local Communities</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Social Contributions, p.50
	103-2 The management approach and its components	Our Social Contributions, p.50
	103-3 Evaluation of the management approach	Our Social Contributions, p.50
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Our Social Contributions, p.50
<b>Marketing and Labeling</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Ethical Codes of Conduct, p.34
	103-2 The management approach and its components	Our Ethical Codes of Conduct, p.34
	103-3 Evaluation of the management approach	Our Ethical Codes of Conduct, p.34
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirement for product and service information and labeling	Our Ethical Codes of Conduct, p.34
	417-2 Incidents of non-compliance concerning product and service information and labeling	Our Ethical Codes of Conduct, p.34
	417-3 Incidents of non-compliance concerning marketing communications	Our Ethical Codes of Conduct, p.34
<b>Customer Privacy</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Digital Transformation Journey, p.66
	103-2 The management approach and its components	Our Digital Transformation Journey, p.66
	103-3 Evaluation of the management approach	Our Digital Transformation Journey, p.66

GRI STANDARDS	DISCLOSURE	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWERS
<b>GRI 400: SOCIAL STANDARD SERIES 2016</b>		
<b>Customer Privacy</b>		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our Digital Transformation Journey, p.66
<b>Socioeconomic Compliance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Our Ethical Codes of Conduct, p.34
	103-2 The management approach and its components	Our Ethical Codes of Conduct, p.34
	103-3 Evaluation of the management approach	Our Ethical Codes of Conduct, p.34
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	Our Ethical Codes of Conduct, p.34

# REPORTING GUIDANCE

⏪ 18 minutes

## TEKNOSA 2021 SUSTAINABILITY REPORT- REPORTING GUIDANCE

This reporting guidance (the “Guidance”) provides information on the data preparation and reporting methodologies of indicators within the scope of the limited assurance in Teknosa İç ve Dış Ticaret A.Ş.’s (the “Company”) 2021 Teknosa Sustainability Report (“2021 Sustainability Report”).

The indicators include social, environmental and economic indicators. It is the responsibility of the Company’s management to ensure that appropriate procedures are in place to prepare

the indicators mentioned above in line with, in all material respects, the Guidance.

The data included in this guideline is for the FY 21 (1 January – 31 December 2021), fiscal year ended December 31, 2021, and as detailed in the “Key Definitions and Reporting Scope” section comprises only the relevant operations of the Company that are the responsibility of the Company.

### General Reporting Principles

In preparing this guidance document, consideration has been given to following principles:

- Information Preparation – to highlight to users of the information the primary principles of relevance and reliability of information; and
- Information Reporting – to highlight the primary principles of comparability / consistency with other data including prior year and understandability / transparency providing clarity to users

### Key Definitions and Reporting Scope

For the purpose of this report, the Company defines:

TYPE	INDICATOR	SCOPE
SOCIAL INDICATORS	<b>Occupational Health and Safety</b>	
	Number of Accidents	This indicator indicates total number of work accidents occurred during the reporting period.
	Number of Fatal Accidents	This indicator reflects the number of fatal accidents resulted in one or more deaths, occurred during the reporting period.
	Number of Occupational Diseases	This indicator reflects total number of occupational diseases that refer temporary or permanent illness, physical or mental disability, which occur due to the nature of the work, or the operating conditions of the business.
	Injury-related Absenteeism	This indicator refers absenteeism as a result of accidents that are machine/equipment collision, uncontrolled material movement, cutting with blades, getting stuck between machine equipment, falling/sliding/ tripping, car crashes, landings, rubbing, getting stuck between car and equipment, resulting loss of working days.

TYPE	INDICATOR	SCOPE
<b>SOCIAL INDICATORS</b>	<b>Occupational Health and Safety</b>	
	Total Working Hours	This indicator reflects total working hours of the reporting period.
	Lost Workday Rate (LWR)	This indicator means the rate of lost workdays due to work accidents during the reporting period.
	OHS Trainings	This indicator represents the total hours of the OHS Trainings delivered to the employees and sub-contractors during the reporting period.
	<b>Distribution of Female Employment</b>	
	Total Number of Employees	This indicator means the total number of employees working in the Company during the reporting period.
	Distribution of Female Employees	This indicator means the ratio of the total number of female employees of the Company to the total number of employees during the reporting period.
	Distribution of Female Managers	This indicator represents the ratio of the female managers (N-1, N-2, N-3 Levels) during the reporting period.
	Distribution of Female Managers in Revenue-Generating Roles	This indicator means the ratio of the female managers worked in the roles that have an impact on the Company's revenue directly.
	Distribution of Female Employees in STEM Roles	This indicator represents the ratio of female employees worked in STEM (engineering, IT, etc.) roles during the reporting period.
	Total Number of Employees on Maternity Leave	This indicator means the number of employees on maternity leave during the reporting period.
	Total Number of Employees on Paternity Leave	This indicator means the number of employees on paternity leave during the reporting period.
	Distribution of the Employees Returning to Work After Maternity Leave	This indicator represents the ratio of the employees left and returned to work after maternity leave during the reporting period.
	<b>Trainings</b>	
	Total Hours of Trainings by Gender	This indicator reflects the total hours of training provided to female and male employees during the reporting period.
	Total Hours of Trainings by Age	This indicator reflects the total hours of training provided to the employees by age under 30, between 30 and 50, and over 50 during the reporting period.
Total Hours of Trainings by Managerial Level	This indicator reflects the total hours of training provided to the managers with levels N-1, N-2 and N-3 during the reporting period.	
Total Hours of Trainings by Training Categories	This indicator reflects the total hours of trainings by their categories as "Ethics", "Fighting against Bribery and Corruption", "Sustainability and Environment" during the reporting period.	

TYPE	INDICATOR	SCOPE
<b>SOCIAL INDICATORS</b>	<b>Trainings</b>	
	Training Costs per Employee	This indicator reflects the training costs per employee during the reporting period.
	<b>Total Number of Employees Hired</b>	
	Number of Employees Hired by Gender	This indicator reflects the total number of female and male employees hired during the reporting period.
	Number of Employees Hired by Age	This indicator reflects the total number of employees hired by age under 30, between 30 and 50, and over 50 during the reporting period.
	Number of Employees Hired by Managerial Level	This indicator reflects the total number of managers hired with levels as N-1, N-2 and N-3 during the reporting period.
	<b>Total Number of Employees Left</b>	
	Number of Employees Left by Gender	This indicator reflects the total number of female and male employees left during the reporting period.
	Number of Employees Left by Age	This indicator reflects the total number of employees hired by age under 30, between 30 and 50, and over 50 during the reporting period.
	Number of Employees Left by Managerial Level	This indicator reflects the total number of managers hired with levels as N-1, N-2 and N-3 during the reporting period.
	<b>Turnover Rates</b>	
	Turnover Rates by Gender	This indicator means the turnover rates of female and male employees during the reporting period.
	Turnover Rates by Age	This indicator means the turnover rates of employees by age under 30, between 30 and 50, and over 50 during the reporting period.
	Turnover Rates by Managerial Level	This indicator means the turnover rates of managers with levels as N-1, N-2 and N-3 during the reporting period.
	<b>Employee Satisfaction Survey Results</b>	
	Employee Satisfaction Survey Results by Gender	This indicator indicates the "Employee Satisfaction Survey Results" by gender (female and male) during the reporting period.
	Employee Satisfaction Survey Results by Age	This indicator indicates the "Employee Satisfaction Survey Results" by age during the reporting period.
	Employee Satisfaction Survey Results by Managerial Level	This indicator indicates the "Employee Satisfaction Survey Results" by managerial level (N-1, N-2 and N-3) during the reporting period.
Results of human rights assessment studies	This indicator reflects the results of "Human Rights Assessments Studies" during the reporting period.	

TYPE	INDICATOR	SCOPE
<b>ENVIRONMENTAL INDICATORS</b>	<b>Energy Consumption by Fuel Type</b>	
	Natural Gas Consumption (m <sup>3</sup> )	This indicator reflects the total purchased natural gas (volume – m <sup>3</sup> ) consumption used for heating, cooking and other business operations that require natural gas, at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	Diesel Consumption (L)	This indicator reflects the total purchased diesel (volume – l) consumption used for generators and company-owned cars at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	Coal (tones)	This indicator reflects the total purchased coal (by weight – tones) consumption used for heating at the relevant locations of the Companies during the reporting period.
	Fuel-Oil (tones)	This indicator reflects the total purchased fuel-oil (by weight – tones) consumption used for heating at the relevant locations of the Companies during the reporting period.
	Gasoline Consumption (L)	This indicator reflects the total purchased gasoline (volume – l) consumption used for company-owned cars at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	LPG (l)	This indicator reflects the total purchased LPG consumption used for company-owned cars at the relevant locations of the Companies during the reporting period. It is reported in MWh on a consolidated basis.
	LNG (l)	This indicator reflects the total purchased liquified natural gas (volume – l) consumption used for heating, cooking and other business operations that require natural gas, at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	CNG (l)	This indicator reflects the total purchased compressed natural gas (volume – l) consumption used for heating, cooking and other business operations that require natural gas, at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	Petroleum Coke (tones)	This indicator refers the petroleum coke (by weight – tones) consumption used for business operations at the relevant locations of the Companies during the reporting period. It is reported in MWh on a consolidated basis.
	Alternative Fuels (tones)	This indicator refers the alternative fuels such as waste oil, waste tire, waste-driven fuel and waste sludge (by weight – tones) consumption used for business operations at the relevant locations of the Companies during the reporting period. It is reported in MWh on a consolidated basis.
	Electricity Consumption (kWh)	This indicator reflects the total purchased electricity consumption used for air conditioning, lighting, electrical equipment uses and other business operations that require electricity, at the relevant locations of the Company during the reporting period. It is reported in MWh on a consolidated basis.
	Renewable Energy Consumption (MWh)	This represents the Company’s renewable energy consumption figures by the end of the reporting period.



TYPE	INDICATOR	SCOPE
<b>ENVIRONMENTAL INDICATORS</b>	<b>Energy Consumption by Fuel Type</b>	
	Purchased Heat/Steam/Cooling Gas (kg)	Purchased in the reporting period means the amount of R22 purchased by the Company and the amount of refrigerant gas consumed for cooling purposes.
	Sold Heat/Steam/Cooling Gas/ Electricity	This indicator represents the amount of steam, cooling gases, heat, electricity sold by the Company during the reporting period. Sold energy is reported in MWh on a consolidated basis.
	Greenhouse Gas Intensity (tCO <sub>2</sub> e / revenues TL)	It means greenhouse gas emissions per TL within the reporting period.
	Energy Intensity (MWh / TL revenues)	It means total energy consumption per TL within the reporting period.
	Share of Renewable Energy Consumption in Total Energy Consumption	It represents the ratio of the Company's electricity consumption from renewable energy sources purchased during the reporting period to the total electricity consumption.
	Renewable Energy Generation (MWh)	It represents the total of renewable energy sourced electricity produced by the Company during the reporting period.
	Renewable Energy Consumption (MWh)	This represents the Company's renewable energy consumption figures by the end of the reporting period.
	Purchased Renewable Energy (MWh)	It represents the total purchased renewable energy (by I-REC, YEK-G certificates etc.) during the reporting period.
	Total Annual Kilometers of Air Travel Made for the purpose of Business (km)	It means the total kilometers of air travels made by the Company employees during the reporting period.
	Total Annual Kilometers of Personnel Services (km)	It means the total kilometers covered by the services provided for the Company employees during the reporting period.
	Scope 1, 2 and 3 Emissions	
	Direct (Scope 1) Greenhouse Gas Emissions (tCO <sub>2</sub> e)	This indicator reflects the emissions of greenhouse gases due to the use of natural gas, diesel, gasoline consumption, SF <sub>6</sub> and refrigerant gases and fire extinguishing devices at the relevant locations of the Company during the reporting period.
	Energy-related Indirect (Scope 2) Greenhouse Gas Emissions (tCO <sub>2</sub> e)	This indicator reflects the emissions of greenhouse gases due to the use of purchased electricity at the relevant locations of the Company during the reporting period.
	Other Indirect (Scope 3) Greenhouse Gas Emissions (tCO <sub>2</sub> e)	This indicator reflects the emissions of greenhouse gases due to non-company and non-directly controlled sources such as waste disposal, business travel and purchased goods and services, which are not considered under Scope 1 and Scope 2 during the reporting period.

TYPE	INDICATOR	SCOPE
ENVIRONMENTAL INDICATORS	<b>Water Consumption</b>	
	Total Water Withdrawal (m <sup>3</sup> )	This indicator reflects the total water withdrawal by source (volume – m3) as mains water, fresh water, well water, third party sources, reused water at the relevant locations of the Company during the reporting period.
	Total Water Discharge (m <sup>3</sup> )	This indicator reflects the total water discharge by source (volume – m3) at the relevant locations of the Company during the reporting period.
	<b>Waste Management</b>	
	Reused / recycled waste rate (%)	It represents the ratio of the amount of waste recycled in the reporting period to the total amount of hazardous and non-hazardous waste.
	Total Hazardous Waste	It means the amount of hazardous waste where the Company's operations take place during the reporting period.
	Total Non-Hazardous Waste	It means the amount of non-hazardous waste where the Company's operations take place during the reporting period.
	Amount of recycled waste (ton)	It means the amount of waste recycled at the locations where the Company's operations take place during the reporting period.
Total plastic consumption (ton)	It means the total plastic consumption in the reporting period.	
ECONOMIC INDICATORS	<b>Sustainable Business Model</b>	
	Number of Sustainable Products and Services (#)	It refers to the number of mitigation (Products that directly reduce resource use or carbon emissions. Includes activities that are considered unquestionably sustainable.), transition (Products and services that are not considered entirely environmentally friendly in nature, but can be considered as a transition to more sustainable technologies, such as cement and rubber products produced using alternative raw materials and/or fuels.) and enabler (Products that are not considered as direct source/carbon emission reduction activities, but facilitate the dissemination of related technologies.) products and services offered by the Company during the reporting period that provide environmental and social benefits.
	Sum of Sustainable Product and Service Revenues (TL)	It refers to the income obtained from the products and services offered by the Company during the reporting period, which provide environmental and social benefits, and have a mitigation, transitional and facilitating nature.
Ratio of Sustainable Product and Service Revenues to Total Revenue (%)	It refers to the ratio of the income obtained by the Company from the sustainable products and services realized in the reporting period to the total income.	

TYPE	INDICATOR	SCOPE
	<b>Sustainable Business Model</b>	
<b>ECONOMIC INDICATORS</b>	R&D and Innovation Investments (TL)	It refers to the R&D and innovation investments of the Company made during the reporting period.
	Ratio of R&D and Innovation Investment Budget to Total Revenue (%)	It refers to the ratio of R&D and innovation investments in the Company's investment budget to total revenue realized during the reporting period.
	Sustainability Oriented R&D and Innovation Investments (TL)	It refers to the sustainability-oriented R&D and innovation investments of the Company made during the reporting period.
	Ratio of Sustainability-Oriented R&D and Innovation Investment Budget to Total Revenue (%)	It refers to the ratio of sustainability-oriented R&D and innovation investments in the Company's investment budget to total revenue realized during the reporting period.
	Sustainable Investments/ Financial Savings and Environmental/Social Benefit Through Operations	It refers to the financial savings and environmental/social benefits through sustainable investments and/or operations during the reporting period.
	<b>Environmental Investments &amp; Expenditures</b>	
	Environmental Investments (TL)	It refers to the mitigation (Products that directly reduce resource use or carbon emissions. Includes activities that are considered unquestionably sustainable.), transition (Products and services that are not considered entirely environmentally friendly in nature, but can be considered as a transition to more sustainable technologies, such as cement and rubber products produced using alternative raw materials and/or fuels.) and enabler (Products that are not considered as direct source/carbon emission reduction activities, but facilitate the dissemination of related technologies.) environmental investments carried out by the Company during the reporting period that provide environmental and social benefits.
	Environmental Expenditures (TL)	It refers to expenditures that are legally required and not legally required in the reporting period.
Sensitive Groups Reached Through Inclusion Programs	It refers to the number of people of the sensitive groups (youth, women and disabled people, etc.) reached by the Company through inclusion programs during the reporting period.	

## DATA PREPARATION

### Social Indicators

#### Occupational Health and Safety (OHS) Indicators

The number of accidents and the number of fatal cases is followed by the tables that list the SGK declarations.

No occupational disease and fatal accident were encountered during the relevant period.

The following definitions and formulas are used in the calculation of occupational health and safety indicators.

Formulas:

Lost Working Days Rate =  $\frac{\text{Accidental Absence}}{\text{Total Working Hours}} \times 200,000$

#### Distribution of Female Employees Data

The total number of employees represents the total number of employees that the companies have as of the end of the reporting year and that are based on the information included in the annual reports or human resources systems published as of 31 December 2021.

The following definitions and formulas are used in the calculation of female employee distribution indicators.

Formulas:

Ratio of Female Employees =  $\frac{\text{Number of Female Employees}}{\text{Total Number of Employees}}$

#### Distribution of Female Managers

Managerial levels in the scope are defined as N-1, N-2 and N-3. N-1 level is an executive level who directly reports to CEO. N-2 level is defined as middle level which is two degrees away from CEO. Similarly, N-3 is three degrees away from CEO level.

Formulas:

Ratio of female managers (N-1) =  $\frac{\text{number of N-1 level female managers}}{\text{total number of N-1 level managers}}$

Ratio of female managers (N-2) =  $\frac{\text{number of N-2 level female managers}}{\text{total number of N-2 level managers}}$

Ratio of female managers (N-3) =  $\frac{\text{number of N-3 level female managers}}{\text{total number of N-3 level managers}}$

#### Distribution of Female Managers in Revenue-Generating Roles

Revenue-generating roles defined as the roles that when vacant, no revenue is generated. These positions mostly include in sales fields..

Formulas:

Ratio of female managers in revenue-generating roles =  $\frac{\text{number of female managers in revenue-generating roles}}{\text{total number of managers in revenue-generating roles}}$

#### Distribution of Female Employees in STEM Roles

STEM roles are directly related to the Science, Technology, Engineering and Math.

Formulas:

Ratio of female employees in STEM roles =  $\frac{\text{Number of female employees in STEM roles}}{\text{total number of employees in STEM roles}}$

#### Parental Leaves

Parental leaves include maternity and paternity leaves during the reporting period.

Formulas:

Ratio of the employees returned from maternity leave =  $\frac{\text{Number of employees returned from maternity leave}}{\text{Number of employees left due to maternity leave}}$

#### Trainings:

It represents the trainings provided to the employees during the reporting period. Total training hours is divided into four sub-categories. Total training hours by gender (female and male), by age (under 30, between 30 and 50, over 50), by managerial levels (N-1, N-2 and N-3), by training types (ethics, fighting against bribery and corruption, sustainability and environment).

Total cost of the trainings represents the total cost of all the trainings provided by the Companies to their employees.

Formulas:

Training costs per employee =  $\frac{\text{Total cost of all the trainings}}{\text{the number of employees}}$

#### Total Number of Employees Hired

The number of employees hired during the reporting period is divided into three categories as gender (female and male), age (under 30, between 30 and 50, over 50) and managerial level (N-1, N-2 and N-3).

#### Total Number of Employees Left

The number of employees left during the reporting period is divided into three categories as gender (female and male), age (under 30, between 30 and 50, over 50) and managerial level (N-1, N-2 and N-3).

Formulas:

Turnover rates by gender:

- Number of female employees left / total number of female employees
- Number of male employees left / total number of male employees

Turnover rates by age:

- Number of employees under 30 left / total number of employees under 30
- Number of employees between 30 and 50 left / total number of employees between 30 and 50
- Number of employees over 50 left / total number of employees over 50

Turnover rates by managerial level:

- Number of managers (N-1) left / total number of managers (N-1)
- Number of managers (N-2) left / total number of managers (N-2)
- Number of managers (N-3) left / total number of managers (N-3)

**Environmental Indicators**

**Energy Consumption by Fuel Type**

Within the scope of energy consumption data for Company natural gas, diesel, gasoline, and electricity primary fuel sources are reported.

Natural gas consumption for stores is obtained by dividing the unit price over the TL amount of the invoices of the service providers. There are two different unit price for natural gas as 1.821 TL/m<sup>3</sup> and 3.381 TL/m<sup>3</sup>, obtained by TUKRSTAT, for semester one and two respectively. Natural gas consumption for warehouse is obtained from meters and natural gas consumption for headquarters is obtained from CarrefourSA since the consumption is mutual and Teknosa is responsible from the 30% of the total consumption. Electricity for stores is provided by both Enerjisa and other providers. Electricity consumption from the other providers is calculated by considering two different unit price as 0.65 TL/kWh and 0.968 TL/kWh, obtained by TURKSTAT for semester one and two respectively. On the other hand, electricity meters are used to calculate the consumption from the Enerjisa. Electricity consumption for warehouse is obtained from meters and electricity consumption for headquarters is obtained from CarrefourSA since the consumption is mutual and Teknosa is responsible from the 30% of the total consumption.

Diesel consumptions for generators are obtained from provider’s bills. For company-owned cars gasoline and diesel consumption followed by system of service provider.

Company use the following conversion factors in their energy consumption calculations:

- Since the electricity supply unit is billed in kWh, a conversion factor of 1 kWh=0.0036 GJ is used for conversion to GJ;
- Since the natural gas supply unit is billed in m<sup>3</sup>, a conversion factor [1m<sup>3</sup> \* (34.52) MJ/ m<sup>3</sup>]/1000 is used;
- Since the diesel supply unit is billed in liters, the conversion factor [1l \* (35,42) MJ/l] /1000 is used for conversion to GJ;
- Since the gasoline supply unit is billed in liters, the conversion factor [1l \* (31,98) MJ/l] /1000 is used for conversion to GJ;
- Since the unit of all fuel consumption is reported as MWh, a conversion factor of 1GJ=0.277777 MWh is used for conversion to GJ.

**Purchased Heat/Steam/Cool**

The amount of refrigerant consumed for cooling purposes is reported within the scope of purchased heat/steam/cooling indicator. For this indicator, the total consumption amount of R22 gases and other gases such as R410A and R32 have been calculated based on maintenance/ repair forms and the invoices. Total consumption amount for CO<sub>2</sub> gas was obtained from the provider.

**Greenhouse Gas and Energy Intensity (tCO<sub>2</sub>-e / TL)**

Greenhouse gas intensity was calculated by dividing the sum of scope 1, 2 and 3 emissions by the total TL revenues in the reporting period.

Energy intensity was calculated by dividing the total energy consumption by the total TL revenues in the reporting period.

Total TL income refers to the total income figures of the companies as of the end of the reporting year and stated in the independently audited activity and financial reports published as of 31 December 2021.

Formulas:

Greenhouse Gas Intensity = tCO<sub>2</sub>-e / Revenues in TL

Energy Intensity = MWh / Revenues in TL

**Total Annual Kilometers of Air Travels for the purpose of Busines**

It represents the total kilometers of air travels made by the Company’s employees during the reporting period. Company is followed up with the information provided by the tourism agency they work for.

**Total Annual Kilometers of Personnel Services**

It represents the total kilometers covered by the services provided for the Company employees during the reporting period. These data are followed in line with the information shared by the tourism agency which the Company works with.

**Scope 1, 2 and 3 Emissions**

Scope 1, Scope 2 and Scope 3 emissions have been calculated in accordance with ISO 14064-1, with the principle of operational control within the framework of the “Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard”.

In the calculations, CO<sub>2</sub> equivalent factors consisting of CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs (SF<sub>6</sub> and refrigerant gas) CO<sub>2</sub> equivalent emission factors were used. The emission factors used are detailed in the table below. Global Warming Potential (GWP) coefficients are from 5th Assessment Report of the Intergovernmental Panel on Climate Change (IPCC) and Greenhouse Gas Protocol (<https://www.gov.uk/government/publications/greenhouse-gasreporting-conversion-factors-2020>) and the resultant ton CO<sub>2</sub>-e value is calculated by multiplying with the appropriate coefficients.

Emission Factors – Scope 1	Total Carbon Factor (ton CO <sub>2</sub> -e)
Natural Gas (m <sup>3</sup> )	0.00194
Diesel (company vehicles) (l)	0.00267
Diesel (generators) (l)	0.00264
Fuel-Oil (l)	0.00294
Gasoline (l)	0.00227

Emission Factors – Scope 2	ton CO <sub>2</sub> -e/ MWh
Turkey Electricity (from grid)	0.457
Emission Factors – Scope 3	kgCO <sub>2</sub> -e/km
Business Travels (Domestic Flights) (km)	0.00013
Business Travels (International Flights - Europe) (km)	0.00008
Business Travels (International Flights – Overseas) (km)	0.00010
Personnel Services (km)	0.00056

**Water Management**

Consumption data for the total water consumption is obtained by dividing the unit price over the TL amount of the service providers’ invoices. Within the scope of this criterion, the total consumption used as mains water is evaluated as discharged water.

**Waste Management**

Hazardous wastes are defined as wastes containing substances that are dangerous for human health and the environment and that have the potential to be harmful, while non-hazardous wastes are defined as wastes that do not cause any harm to human health and the environment. The total amount of hazardous waste is tracked

through the waste declaration forms shared by the suppliers. Non-hazardous wastes are reported to management each month. Total plastic consumption represents the Company’s consumption of packaging. The total amount of Total plastic waste is tracked through the waste declaration forms shared by the suppliers.

**Economic Indicators**

The following definitions and formulas are used in the calculation of economic indicators.

**Sustainable Business Model**

Within the scope of the ratio of sustainable product and service revenues to total revenues, total TL revenue represents the total revenue of the company as of the end of the reporting year, which are stated in the annual reports published as of 31 December 2021 or in the financial reports subject to independent audit.

The number of sustainable products and services consists of 118 products and services, which are considered as mitigation and enabler products. The products evaluated within the scope of mitigation products are 116 energy efficient products (A+++ home appliances and air conditioners). The service evaluated within the scope of enabler services are the technology support package and retailer service package provided to the customers.

“Digital Label System and electronic label systems” is discussed within the scope of the sustainability-oriented R&D budget.

The balance reported within the scope of R&D and innovation investments includes the expenses of the projects in the 2021 fiscal year.

Formulas:

Ratio of sustainability focused R&D and innovation activities = Sustainability focused R&D and innovation investments / Total R&D and innovation expenditures

Ratio of R&D and Innovation Investment Budget to Total Revenue (%) = R&D and Innovation Investment Budget / Total Revenue \*100

Ratio of Sustainability-Oriented R&D and Innovation Investment Budget to Total Revenue (%) = Sustainability Oriented R&D and Innovation Investment Budget / Total Revenue \*100

**Environmental Investments and Expenditures**

It covers the environmental investments and expenditures of the Company during the reporting period. Environmental investments are reported as enabler investments. The environmental investments made by the Company in the reporting period includes software development fee, LED transformation project and related declarations.

Environmental expenditures, on the other hand, are legally obligatory (expenses related to waste disposal declaration) and not legally obligatory (LED conversion for company operations) expenditures.

**Sustainable Investments/ Financial Savings and Environmental/Social Benefit Through Operations**

The financial savings and environmental/social benefit indicators realized through the sustainable operations of the Company during the reporting period include the replacement of fixtures (to LED lighting) and implementation of automation projects. The savings related to these operations have been evaluated through the emission factors referenced by the IEA 2018 Turkey.

**Sensitive Groups Reached Trough Inclusion Programs**

Sensitive groups reached in 2021 include youth and people with basic needs. The number of young people reached represents the number of people given secondhand tablet. The number of women represents the women participated to technology education.

**Restatement**

The measuring and reporting of sustainability-related data inevitably involves a degree of estimation. Restatements are considered where there is a change in the data of greater than 5 percent at the Company level.

# ASSURANCE STATEMENT



## Limited Assurance Report to the Board of Directors of **Teknosa İç ve Dış Ticaret A.Ş.**

We have been engaged by the Board of Directors of **Teknosa İç ve Dış Ticaret A.Ş.** (the "Company" or "Teknosa") to perform a limited assurance engagement in respect of the Selected Sustainability Information (the "Selected Information") stated in the Teknosa 2021 Sustainability Report (the "2021 Sustainability Report") for the year ended 31 December 2021 and listed below.

### Selected Information

The scope of the Selected Information for the year ended 31 December 2021, which is subject to our limited assurance work, set out in the pages 14, 41, 46, 51, 59, 60, 61, 63, 76, 77, 78, 79, 80 and 82 of the 2021 Sustainability Report with the sign is summarised below:

### Social Performance Indicators

- Occupational Health and Safety Indicators (Employees)
  - Number of Accidents (#)
  - Number of Fatal Accidents (#)
  - Number of Occupational Diseases (#)
  - Injury-related Absenteeism (#)
  - Total Working Hours (h)
  - Lost Workday Rate (LWR) (%)
  - OHS Trainings (h)
- Distribution of Female Employees
  - Total Number of Employees (#)
  - Distribution of Female Employees (#)
  - Distribution of Female Managers (%)
  - Distribution of Female Managers in Revenue-Generating Roles (%)
  - Distribution of Female Employees in STEM Roles (%)
  - Total Number of Employees on Maternity Leave (#)
  - Total Number of Employees on Paternity Leave (#)
  - Ratio of the Employees that Returned to Work in the Reporting Period After Maternity Leave (%)
- Trainings
  - Total Hours of Trainings by Gender (#)
  - Total Hours of Trainings by Age (#)
  - Total Hours of Trainings by Managerial Level (#)
  - Total Hours of Trainings by Training Categories (#)
  - Total Cost per Employee (TL)

PwC Bağımsız Denetim ve Serbest Muhasebeci Mali Müşavirlik A.Ş.  
BJK Plaza, Süleyman Seba Caddesi No:48 B Blok Kat:9 Akaretler Beşiktaş 34357 İstanbul-Türkiye  
T: +90 212 326 6060, F: +90 212 326 6050, [www.pwc.com.tr](http://www.pwc.com.tr) Mersis Numaramız: 0-1460-0224-0500015



- Total Number of Employees Hired
  - Number of Employees Hired by Gender, Age, Managerial Level (#)
- Total Number of Employees Left
  - Number of the Employees Left by Gender, Age, Managerial Level (#)
- Turnover Rates
  - Turnover Rates by Gender, Age, Managerial Level (%)
- Employee Satisfaction Survey Results
  - Employee Satisfaction Survey Results by Gender, Age, Managerial Level (%)
  - Results of human rights assessment studies

### Environmental Performance Indicators

- Energy Consumption by Fuel Type
  - Natural Gas Consumption (m3)
  - Diesel Consumption (L)
  - Coal (tonnes)
  - Fuel-Oil (tonnes)
  - Gasoline Consumption (L)
  - LPG (L)
  - LNG (L)
  - CNG (L)
  - Petroleum Coke (tonnes)
  - Alternative Fuels (tonnes)
  - Electricity Consumption (kWh)
  - Renewable Energy Consumption (MWh)
  - Purchased Heat/Steam/Cooling Gas(kg)
  - Sold Heat/Steam/Cooling Gas(kg)
- Share of Renewable Energy Consumption in Total Energy Consumption
  - Renewable Energy Generation (MWh)
  - Renewable Energy Consumption (MWh)
  - Purchased Renewable Energy (MWh)
- Intensity Indicators
  - Energy intensity (MWh/ million TL)
  - Greenhouse gas emission intensity (ton CO<sub>2</sub>e/ million TL)
- Total Annual Kilometers of Air Travel Made for the Purpose of Business (km)
- Total Annual Kilometers of Personnel Services (km)
- Scope 1, 2 and 3 Emissions (ton CO<sub>2</sub>e)
  - Direct (Scope 1) Greenhouse Gas Emissions (tCO<sub>2</sub>e)
  - Energy-related Indirect (Scope 2) Greenhouse Gas Emissions (tCO<sub>2</sub>e)
  - Other Indirect (Scope 3) Greenhouse Gas Emissions (tCO<sub>2</sub>e)
- Water Consumption
  - Total Water Withdrawal (m3)
  - Total Water Discharge (m3)



- Waste Management
  - Reused / Recycled Waste Rate (%)
  - Total Hazardous Waste (ton)
  - Total Non-Hazardous Waste (ton)
  - Amount of recycled waste (ton)
  - Total plastic consumption (ton)

### Economic Performance Indicators

- Sustainable Business Model
  - Number of Sustainable Products and Services (#)
  - Sum of Sustainable Product and Service Revenues (TL)
  - Ratio of Sustainable Product and Service Revenues to Total Revenue (%)
  - R&D and Innovation Investments (TL)
  - Ratio of R&D and Innovation Investment Budget to Total Revenue (%)
  - Sustainability Oriented R&D and Innovation Investments (TL)
  - Ratio of Sustainability-Oriented R&D and Innovation Investment Budget to Total Revenue (%)
  - Sustainable Investments/ Financial Savings and Environmental/Social Benefit Through Operations
- Environmental Investments and Expenditures
  - Environmental Investments (TL)
  - Environmental Expenditures (TL)
  - Environmental Expenditures by Type (TL)
- Sensitive Groups Reached Through Inclusion Programs

Our assurance was with respect to the year ended 31 December 2021 information only and we have not performed any procedures with respect to earlier periods or any information other than Selected Information marked with in the 2021 Sustainability Report and, any other elements included in the 2021 Sustainability Report and, therefore, do not express any conclusion thereon.

### Criteria

The criteria used by the Company to prepare the Selected Information is set out in section "Teknosa 2021 Sustainability Report-Reporting Guidance" (the "Reporting Guidance") on pages 101-110 of the 2021 Sustainability Report.

### The Company's Responsibility

The Company is responsible for the content of the 2021 Sustainability Report and the preparation of the Selected Information in accordance with the Reporting Guidance. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Selected Information that is free from material misstatement, whether due to fraud or error.



#### Inherent Limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information.

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time. It is important to read the Selected Information in the context of the Reporting Guidance.

In particular, the conversion of different energy measures to megawatt-hour (MWh) and energy used to carbon emissions is based upon, inter alia, information and factors generated internally and/or derived by independent third parties as explained in the Reporting Guidance. Our assurance work has not included examination of the derivation of those factors and other third-party information.

#### Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### Our Responsibility

Our responsibility is to form a conclusion, based on limited assurance procedures, on whether anything has come to our attention that causes us to believe that the Selected Information has not been properly prepared in all material respects in accordance with the Reporting Guidance. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement under ISAE 3000 and ISAE 3410. Consequently, the nature, timing and extent of procedures for gathering sufficient appropriate evidence are deliberately limited relative to a reasonable assurance engagement.



The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- made inquiries of the persons responsible for the Selected Information;
- understood the process for collecting and reporting the Selected Information. This included analysing the key processes and controls for managing and reporting the Selected Information;
- evaluated the source data used to prepare the Selected Information and re-performed selected examples of calculation;
- performed limited substantive testing on a selective basis of the preparation and collation of the Selected Information prepared by the Company and
- undertook analytical procedures over the reported data.

#### Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Company's Selected Information for the year ended 31 December 2021, is not properly prepared, in all material respects, in accordance with the Reporting Guidance.

#### Restriction of use

This report, including the conclusion, has been prepared for the Board of Directors of the Company as a body, to assist the Board of Directors in reporting **Teknosa İç ve Dış Ticaret A.Ş.**'s performance and activities related to the Selected Information. We permit the disclosure of this report within the 2021 Sustainability Report for the year ended 31 December 2021, to enable the Board of Directors to demonstrate they have discharged their governance responsibilities by commissioning a limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors of **Teknosa İç ve Dış Ticaret A.Ş.** as a body and **Teknosa İç ve Dış Ticaret A.Ş.** for our work or this report save where terms are expressly agreed and with our prior consent in writing.

PwC Bağımsız Denetim ve  
Serbest Muhasebeci Mali Müşavirlik A.Ş.

Mehmet Cenk Uslu, SMMM  
Partner

Istanbul, 6 March 2023



## TRADE REGISTRY INFORMATION

**Trade Registry Number:** 434426-0, İstanbul

**Trade Name:** Teknosa İç ve Dış Ticaret A.Ş.

**Borsa İstanbul (BIST) Code:** TKNSA

**Headquarters:** Carrefoursa Plaza Cevizli Mah. Tugay Yolu Cad. No:67

Blok B 34846 Maltepe-İstanbul

**Mersis No:** 0-8360-1443-9300012

## CONTACT

**Phone:** +90 (216) 468 36 36

**Fax:** +90 (216) 478 53 47

**Website:** <https://yatirimci.teknosa.com/>

**Mail:** [bilgilendirme@teknosa.com](mailto:bilgilendirme@teknosa.com)

**Investor Relations:** [yatirimciliskileri@teknosa.com](mailto:yatirimciliskileri@teknosa.com)

**Sustainability Report and ESG:** [surdurulebilirlik@teknosa.com](mailto:surdurulebilirlik@teknosa.com)

**Report Consultant:** EY Türkiye Sürdürülebilirlik Hizmetleri

## LEGAL WARNING

The data, information and analyzes in the Teknosa Sustainability Report (Report) are provided for informational purposes only using sources and information believed to be accurate and reliable during the reporting period. It is not intended to form the basis for any investment decision. The Company, its directors, employees and all other persons and institutions contributing to the Report cannot be held responsible for any damages that may arise due to the use of the information contained in this Report. All rights of the report are reserved by Teknosa.

# SUSTAINABILITY REPORT 2021

TEKNO **SA**